



Annual Report 2015

Amplifying The Collective Voice Of Children
And Young People For Global Change

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Table Of Contents

Part 1:	About Us	06
Part 2:	A Year Of Activities In Review	14
Part 3:	Looking Forward	44
Part 4:	Governance	47
Part 5:	Summarised Annual Accounts	57

Chair's Statement



As we are closing the books for 2015 and starting a new chapter, we can see reasons for concern as well as for celebration and for an optimistic perspective on the future of Child Helpline International.

It is no secret that the end of the year brought about the end of two major programmes and coalitions that had been at the forefront of CHI's global activities

and feature prominently in our annual accounts for 2015. The organisation is facing the challenge of substituting the funding that it had received over a decade from the Dutch Ministry of Foreign Affairs. Although the discontinuation of that funding source is strongly felt, both at CHI in Amsterdam and at the international level, the awareness of donor dependence and the recognition of the need for the diversification of the donor base are not new, and we had committed to changing the funding imbalance before the Ministry of Foreign Affairs changed its funding priorities.

We are now building upon that pre-existing recognition of the need to change the CHI's funding structures. We are aided by the credibility that CHI has built throughout its years of growth and consolidation, thanks to the efforts of its management, staff, volunteers and the numerous national-level members. We are confident and optimistic that current efforts to establish new and stronger partnerships will lead to a reinforced funding base and the capacity to continue CHI's indispensable international and national-level activities.

This restructuring and diversification of the donor base coincides with the new strategic phase that CHI will enter in 2016, with the adoption of a new five-year strategy and the appointment of new members of the organisation's management team. The strategy was formulated in broad consultation and with the support of CHI's global membership, which makes it a strong document and a solid basis for future advocacy, capacity-building and other programmatic efforts undertaken by CHI and its members, as well as for the mobilisation of resources that has to accompany and fortify those efforts.

I would like to take this opportunity to welcome Sheila Donovan as the new Executive Director and express my confidence that her prior child helpline experience, coupled with a solid business background and a demonstrated commitment to CHI's mission, will be of great value to the global child helpline movement. I would also like to thank Nenita La Rose for her dedicated service as the Executive Director and for her role in building CHI into a global stakeholder and a trusted partner in the fight for every child's right to be heard.

As my term as Chair of the Supervisory Board is coming to an end in 2016, I will step down at the International Consultation in Thailand. I am looking forward to contributing to CHI's success during the time left in my term and am eager to greet the new chair, who will help bring the organisation to the next level and see it through the new strategic phase.

Kees Peijster,
Chair of the Supervisory Board

Executive Director's Statement



As CHI enters its fourteenth year, and I look back on its thirteenth, I see great accomplishment, significant change and important challenges.

The accomplishments are satisfying indeed, and if there were time and space enough, I would mention them all. For example, four Regional Consultations (RCs) were held, in Africa, the Americas and the Caribbean, Asia-Pacific and Europe, with the Middle East-North Africa meeting to be held in the first quarter of 2016. The RCs brought together CHI members and partners, and I am pleased indeed to note how significantly our partners contributed to the meetings' substance and success. We look forward to building on this approach in coming years, especially for the 2016 International Consultation.

CHI also made strong advances this year in its advocacy work. Among many other activities that had positive results, CHI joined with other global NGO's to influence the adoption of the United Nations' Sustainable Development Goals, most particularly Goal 16.2, to eradicate violence against children in all its forms by 2030. This is a truly signal achievement. It is especially important to note that CHI has pushed for a violence related goal since the Rio+20 conference 2012. Together with its Advocacy Task Force and the effort of many individual member organisations, this was a true collective effort. The newly established *Global Partnership to End Violence Against Children*, child helplines that have been recognised as flagship initiative to both prevent and respond to violence against children.

Throughout 2015 CHI's Free Our Voices campaign was launched for national audiences and for regional stakeholders and was greeted with enthusiasm and understanding. The campaign continues to build and grow, in conjunction with CHI's partnerships with a growing number of individual telecom operators, which were generated with the invaluable help of the GSMA and under the agreement signed in 2014.

Change is the only constant in life, and that is as true for CHI as any for any organisation. The most important change was that the new Strategic Plan for 2016-2020 was finalised and then approved by the full members of the CHI network. The plan focuses on the voices of children as full actors and participants, with a robust theory of change that activates and amplifies children's voices, and advocates for children on national, regional and global stages. The CHI network of child helplines, partners and collaborators, as well as children and young people themselves, are all active, essential participants in the plan's objectives.

And 2015 was a time of transition for the management of CHI, with my appointment as Executive Director in June. I am excited about the challenges ahead, cognizant of the changes we must undertake, and grateful indeed for the support of the Supervisory Board and Chairman Kees Peijster. I especially wish to thank the staff of CHI, who have been stalwart in their dedication and professionalism during this transition year, and key to the successes achieved so far and those to come.

Sheila Donovan,
Executive Director

About Us

WHY CHI? Every child has a voice. When their voices are heard, children are empowered to participate in society and fulfil their potential. We believe that no child should be left unheard.

Who We Are

Child Helpline International (CHI) is one of the world's largest collective impact organisations, a network of 183 members in 142 countries (as of December 2015), which receive over 14 million contacts a year from children and young people in need of care and protection.

The Amsterdam-based foundation (Stichting) Child Helpline International serves the needs of this global network, operating in five regions as defined by CHI standards: Africa, the Americas and the Caribbean, Asia-Pacific, Europe and the Middle East and North Africa (MENA).

What We Stand For

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

We believe that children have rights, as explicitly laid out in internationally recognised and binding documents such as the [United Nations Convention on the Rights of the Child](#) (UNCRC) and the [African Charter on the Rights and Welfare of the Child](#).

We dream of a world where technology allows children to be heard one by one and through their voices shape the world and realise their rights.

What We Do

Child helplines offer help and support services for children. They use a variety of methods to ensure that children can always access help and find someone to talk to. These methods include telephone services, mobile phone, text messaging, online via email, chat and forums, drop-boxes in schools and community centres, postal services, radio and mobile outreach units. Child helplines also reach out to those who may not be able to access their services, including street children, children with disabilities and children in marginalised areas or communities.

Child helpline counsellors actively listen to children and link them to resources and emergency assistance when needed. 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.

Child helplines fulfil children's fundamental right to be heard, as outlined in the UNCRC, as well as play an instrumental role in shaping, strengthening and filling the gaps of existing national child protection systems.

Since its founding in 2003, CHI has been working with local, regional and national stakeholders and partners to support the creation and consolidation of national free-of-cost child helplines around the world. We support existing child helplines and other members by offering them a platform to communicate, network and share their expertise. In addition, CHI collects data from its member child helplines worldwide on the number and nature of contacts they receive.

We use child helpline data and knowledge to highlight gaps in child protection, to advocate for the rights of children and young people, and to fight for the eradication of violence against children.

CHI'S Operating Principles

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

We use child helpline data and knowledge to highlight gaps in child protection, to advocate for the rights of children and young people around the world, as set down in the UNCRC, and to fight for the eradication of violence against children.

Through our persistent efforts and our multi-stakeholder approach we have enhanced the recognition of child helplines as an essential part of child protection systems globally and ensured that the child helpline movement has become an important player in the global, regional and national-level child protection dialogue.

The Amsterdam-based foundation facilitates the activities of the global child helpline network such as peer exchanges, trainings, monitoring of standards and international and regional advocacy efforts. Where possible, CHI aims to link child helplines to donors, but CHI itself is not a grant-making organisation.



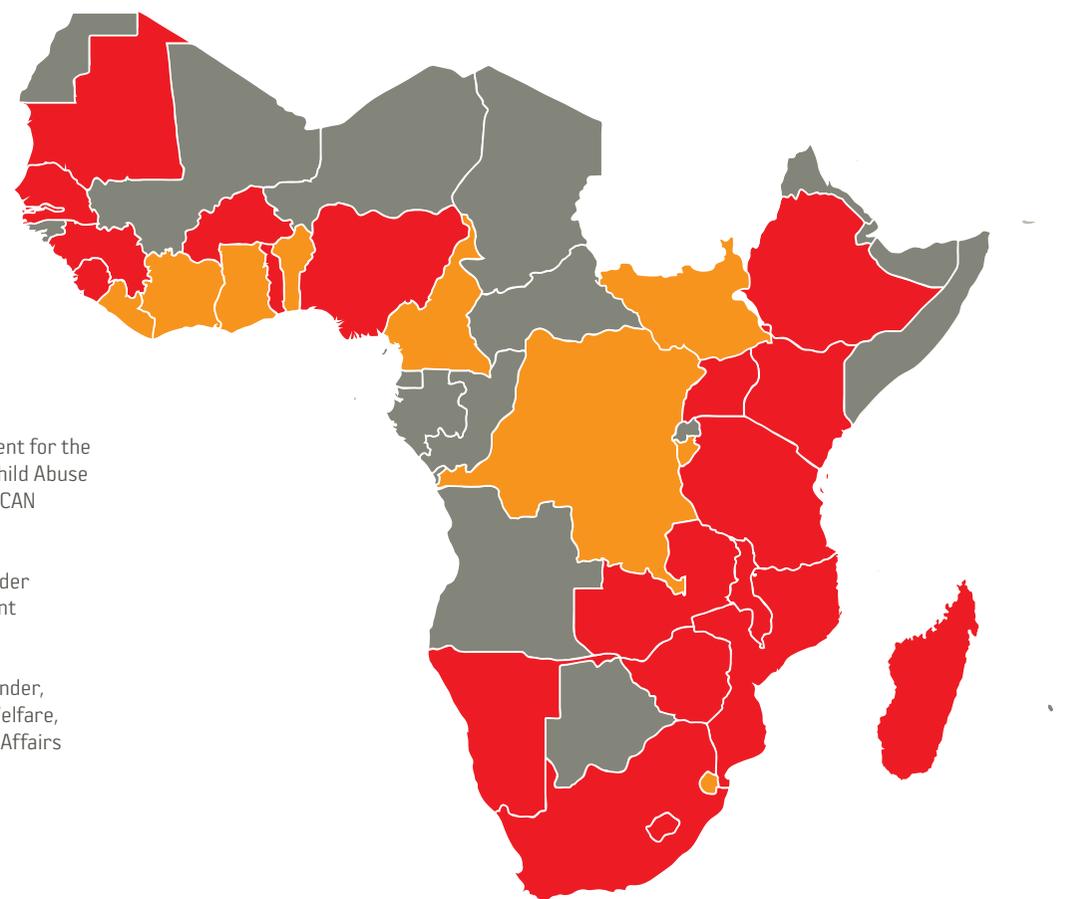
CHI Members

(AS OF DECEMBER 2015)

Africa

- **Botswana**
Childline Botswana
- **Burkina Faso**
Ligne verte 116
(Direction Générale de L'Encadrement et de la Protection de L'Enfant et de L'Adolescent- Ministère de L'Action Sociale et de la Solidarité Nationale)
- **Ethiopia**
Enhancing Child Focus Activity (ECFA)
- **Gambia**
Child and Environmental Development Association- (CEDAG)
- **Guinee Conakry**
AGUIAS
- **Kenya**
Childline Kenya
- **Lesotho**
Childline Lesotho
- **Madagascar**
- Direction de la Police Judiciaire
- Association Serasera Fanantenana
- **Malawi**
Tithandizane Child Helpline/ YONECO Malawi
- **Mauritania**
AMSME
- **Mauritius**
Halley Movement
- **Mozambique**
Lihna Fala Crianca
- **Namibia**
LifelLine/ ChildLine Namibia
- **Nigeria**
Human Development Initiatives- HDI
- **Senegal**
Centre GINDDI
- **Sierra Leone**
- Childhelp Sierra Leone
- Don Bosco Fambul
- **South Africa**
Childline South Africa
- **Swaziland**
- SWAGAA
- Ministry of Education Toll-Free Line
- **Tanzania**
National Child Helpline Tanzania (CHL)
- **Togo**
CROPESDI (Centre de Référence, d'Orientation et de prise en charge des Enfants en Situation Difficile)
- **Uganda**
Ministry of Gender, Labour and Social Development
- **Zambia**
Lifeline/ Childline Zambia
- **Zimbabwe**
Childline Zimbabwe
- **Benin**
- Ushahidi- Plan Benin
- OCPM
- **Burundi**
Ministère de la Solidarité Nationale, des Droits de la Personne et du Genre
- **Cameroon**
DCI Cameroon/
Plan Cameroon
- **Cape Verde**
Linha SOS Criança
Cape Verde
- **Cote d'Ivoire**
Ligne verte enfant en détresse (Direction de la Protection de L'Enfant- Ministère de la Famille, de la Femme et de L'Enfant)
- **DRC**
- War Child Holland
- 117 Tukung Watoto (War Child UK & Ministère des Affaires Sociales)

Full Members
Associate Members
No Members



The Americas and the Caribbean

- **Argentina**
 - Línea 102 CABA
 - Línea 102
 - Province BsAs
- **Aruba**
 - Telefon Pa Hubentud
- **Bolivia**
 - Educatic
 - Línea 156
 - Defensoría de la Niñez y Adolescencia del Gobierno Autónomo Municipal de Oruro
- **Brazil**
 - Alo 123!
 - Safernet
- **Canada**
 - Kidshelp
 - Jeunesse, J'écoute
- **Chile**
 - Fono Infancia
 - Línea Libre
- **Colombia**
 - Corpolatin
 - Línea 106 Bogotá
 - ICBF
- **Costa Rica**
 - Línea 1147
- **Curaçao**
 - Kindersbescherming Curaçao
- **Jamaica**
 - Children's Coalition of Jamaica
- **Mexico**
 - Casa Alianza
- **Nicaragua**
 - Línea 133
- **Paraguay**
 - Fono Ayuda
- **Peru**
 - ANAR Perú
- **St. Martin**
 - Positive Connection
- **Suriname**
 - KJT
- **Trinidad, Tobago**
 - ChildLine
- **Uruguay**
 - Línea Azul
- **USA**
 - 2nd Floor Youth Helpline
 - Boys Town
 - California Youth Crisis Line
 - Child Abuse Hotline
 - Crisis Text Line
 - National Runaway Safeline
 - Polaris Project
 - Stop it Now!
 - Trevor Project
- **Antigua, Barbuda**
 - Friends Hotline
- **El Salvador**
 - ISDEMU
- **Haiti**
 - Jurimedia
- **St. Kitts and Nevis**
 - The Ripple Institute
- **USA**
 - MAYS



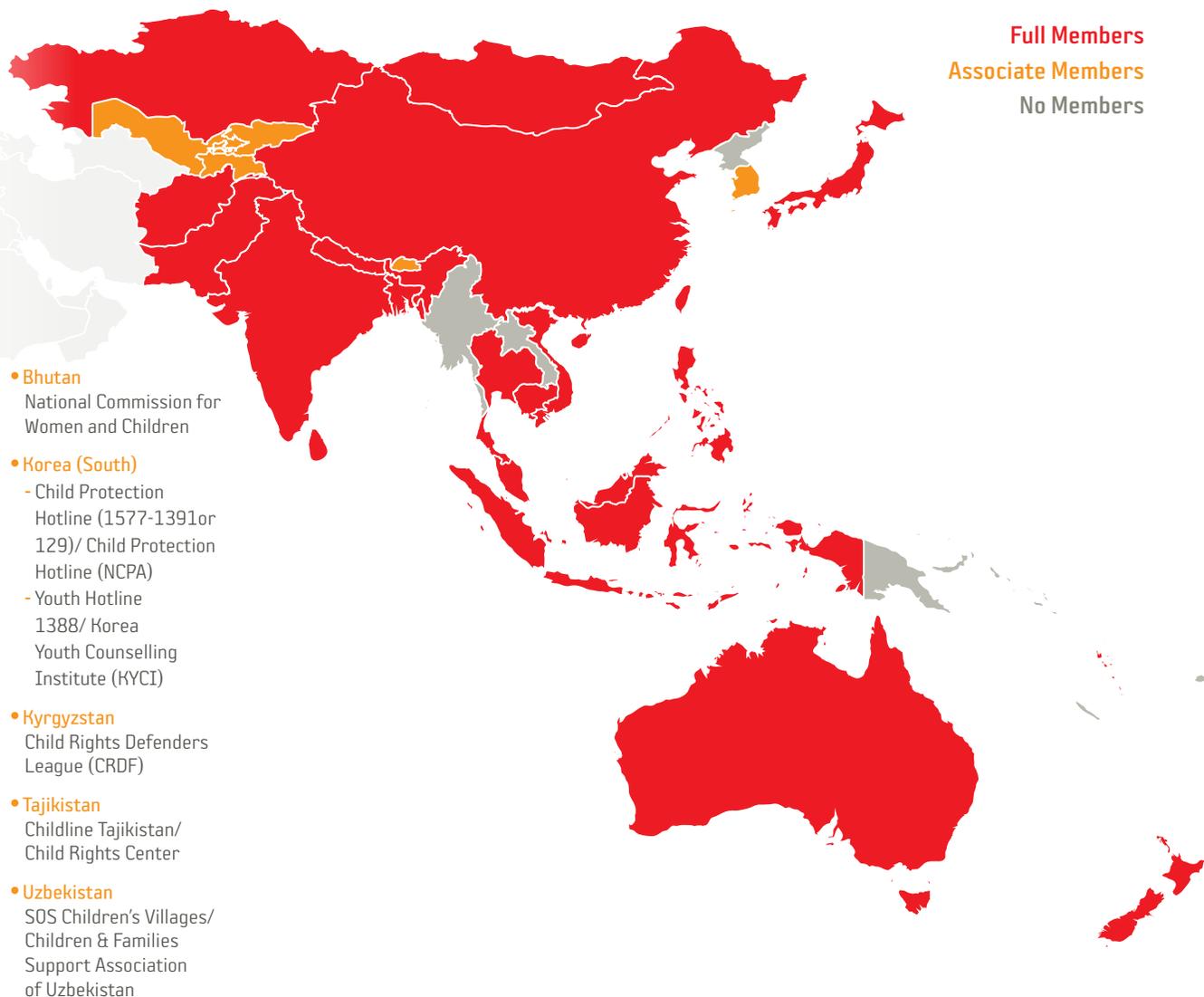
Full Members
Associate Members
No Members

Asia-Pacific

- **Afghanistan**
Voice of Children
War Child UK
- **Australia**
Kids Helpline (180 55 1800)/
BoysTown
- **Bangladesh**
Child Helpline
Bangladesh (1098)/
Aparajeyo Bangladesh
- **Brunei**
Helpline Kebajikan
141/ JAPEM
- **Cambodia**
Child Helpline 1280/
Child Helpline Cambodia
- **China**
Child Emergency
Hotline/
Xi'an Philanthropic
Child Abuse Prevention
and Aid Centre
- **Hong Kong (SAR)**
Hotline (2755 1122)/
Hotline Against
Child Abuse (ACA)
- **India**
CHILDLINE 1098/
Childline India
Foundation
- **Indonesia**
TESA 129/
Ministry of Social
Affairs

- **Japan**
Childline (0120 99 7777)/
Childline Support
Center Japan (NPO)
- **Kazakhstan**
Telefon 150 / Balag
Komek (Union of
Crisis Centres)
- **Malaysia**
15999 Childline/
Childline Malaysia
- **Maldives**
Child Help Line 1412/
Department of
Gender and Family
Protection Services
- **Mongolia**
- Childhelpline 108 /
National Authority
for Children (NAC)
- Close Talk, Child
line 123/ Municipal
Authority for
Children (MAC)
- **Nepal**
Child Helpline 1098/
Child Workers
in Nepal (CWIN)
Concerned Centre
- **New Zealand**
- Kidslife/ Lifeline
Auckland
- Youthline
(0800 37 66 33)
- 0800 What's Up/
Barnardos NZ

- **Pakistan**
Madadgaar Helpline for
Children and Women
Suffering from Violence
and Abuse/ Lawyers
for Human Rights and
Legal Aid (LHRLA)
- **Philippines**
Bantay Bata 163 /
ABS-CBN Foundation
- **Singapore**
Tinkle Friend Helpline
(1800 2744 788)/
Singapore Children's
Society
- **Sri Lanka**
- Childline Sri Lanka
1929/ National Child
Protection Authority
- Lama Sarana/
Don Bosco
- **Taiwan Province of China**
WT 113 Hotline/
World Vision Taiwan
- **Thailand**
SaiDek 1387/
Childline Thailand
- **Vietnam**
Child Helpline Vietnam
(18001567)/ Ministry
of Labour, Invalides and
Social Affairs (MOLISA)
- **Vanuatu**
Vanuatu Youthline/
Vanuatu Family
Health Association



Full Members
Associate Members
No Members

Europe

- **Albania**
Child Rights CA
- **Austria**
Österreichischer Rundfunk
- **Azerbaijan**
Reliable Future Youth NGO
- **Belarus**
Ponimanie
- **Belgium**
Awel
- **Croatia**
Hrabri telefon
- **Czech Republic**
Safety Line
- **Denmark**
Børns Vilkår
- **Estonia**
Lapsemure
- **Finland**
Mannerheim League For Child Welfare
- **France**
Service National d'Accueil Téléphonique pour l'Enfance en Danger- SNATED
- **Germany**
Nummer gegen Kummer e. V.
- **Greece**
The Smile of the Child
- **Hungary**
Kék Vonal
- **Iceland**
Icelandic Red Cross
- **Ireland**
Irish Society for the Prevention of Cruelty to Children - ISPPC
- **Israel**
- NATAL: Israel Trauma Center for Victims of Terror and War
- ERAN
- **Italy**
SOS Il Telefono Azzurro Onlus
- **Latvia**
- Children and Youth Trust Phone
- The State Inspectorate for Protection of Children's Rights in Latvia
- **Lithuania**
Vaikų linija
- **Luxembourg**
KaJuTel
- **Macedonia**
The First Children's Embassy in the World - Megjashi
- **Montenegro**
NGO Children First
- **Norway**
- 116 111 Alarmtelefonen for Barn og Unge
- Røde Kors, Oslo
- **Poland**
The Nobody's Children Foundation
- **Portugal**
Instituto de Apoio à Criança - SOS Criança
- **Romania**
Asociația Telefonul Copilului
- **Russia**
The National Foundation for the Prevention of Cruelty to Children - NFPCC
- **Serbia**
Nacionalna Dečija Linija - NADEL
- **Slovakia**
Linka detskej istoty pri SV UNICEF
- **Slovenia**
Zveza prijateljev mladine Slovenije (ZPMS)
- **Spain**
Fundación Anar
- **Sweden**
BRIS
- **Switzerland**
Pro Juventute Beratung + Hilfe 147
- **The Netherlands**
De Kindertelefoon
- **United Kingdom**
- NNSPCC
- Get Connected
- Muslim Youth Helpline
- Missing People
- **Ukraine**
La Strada Ukraine
- **Armenia**
Child Rights Orientation Centre
- **Belarus**
Smorgon Society Information Centre on Children and Human Rights Education
- **Bosnia and Herzegovina**
Blue Phone
- **Bulgaria**
Animus Association
- **Georgia**
Public Health Foundation of Georgia
- **Liechtenstein**
Sorgentelefon für Kinder und Jugendliche in Liechtenstein
- **Malta**
- Supportline 179
- SOS Malta
- **Turkey**
Association for Solidarity with The Freedom- Deprived Juvenile / Öz-Ge Der

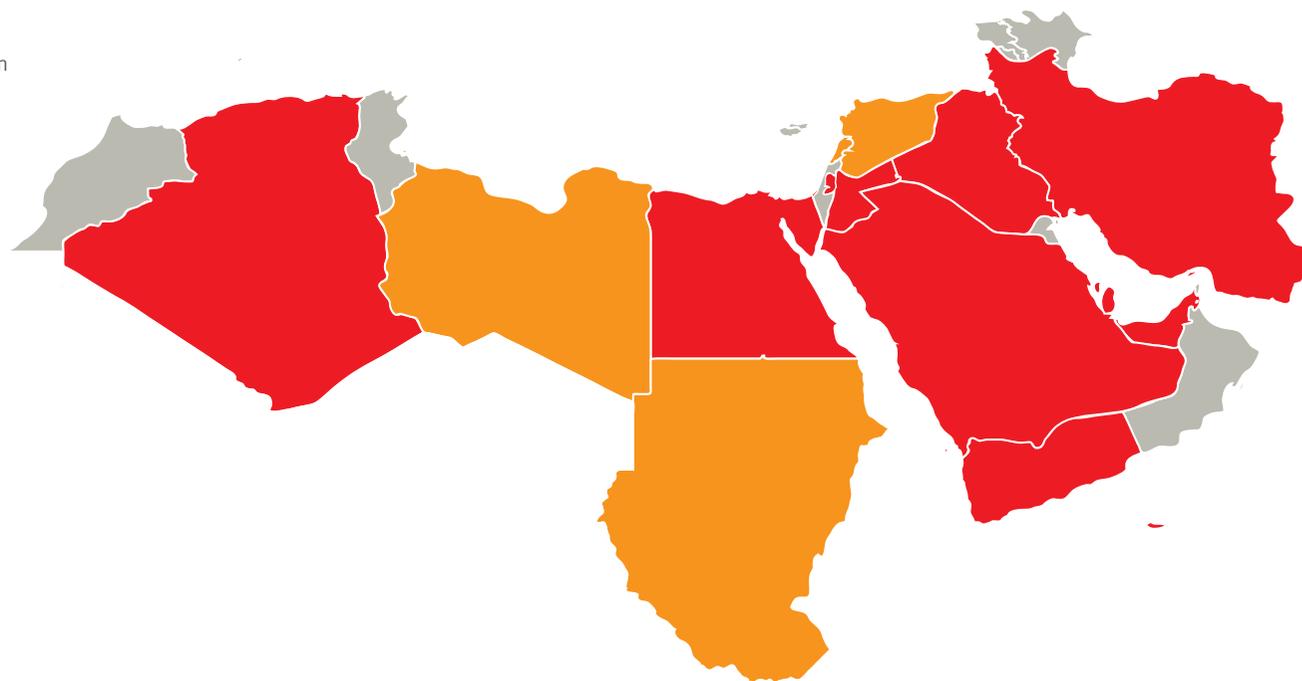


Full Members
Associate Members
No Members

The Middle East and North Africa

- **Algeria**
Nada
- **Bahrain**
Ministry of Human Rights and Social Development
- **Egypt**
National Council for Childhood and 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**
National Family Safety Programme
- **U.A.E Sharjah**
Social Services Department
- **U.A.E. Dubai**
Dubai Foundation for Women and Children
- **Yemen**
Arab Human Rights Foundation
- **Lebanon**
-Higher Council for Childhood
-Naba'a
- **Libya**
Libyan Association for Child Rights
- **Sudan**
National Council for Children Welfare
- **Syria**
Mobaderoon

Full Members
Associate Members
No Members



2015 In Review



Stakeholders Meeting Sudan 2015

Mr Sherif Ahmed Mohamed Aboushady, Egyptian National Council for Childhood and Motherhood

“Child helplines are crucial in protecting children from violence, abuse and exploitation in Sudan. We aim to support the Sudanese child helpline to scale up and enter strong partnerships for sustainability.”

Piji Protopsaltis, Coordinator of the National Center for Missing and Exploited Children in Greece

More than 644.000 refugees and migrants have arrived in Europe by sea in 2015, of which 20% are children. Child helplines play crucial roles in the protection of refugees, by immediate management of emergency cases, reception and referral of reports to competent authorities; and counselling.



Policy Dialogue and Regional Consultation Strasbourg Photo of Attendees

2015 In Review



Every year 20 million children around the world try to contact child helplines

GSMA Meeting; Child Helplines And Mobile Operators: Working Together To Protect Children's Rights

Dumisile Nala, Executive Director Childline South Africa

It is really quite powerful for key partners to come together and look at the protection issues for children globally.

Carla Licciardello Child Online protection Focal Point for the ITU

*Great meeting to share knowledge and information!
And to explore opportunities for working together.*

Natasha Jackson, Head of Customer Affairs GSMA

We entered this partnership to promote child protection around the world.

GSMA Meeting FOV Presentation

Camille Lititia Evans, Gender Specialist

This gender toolkit contains a theoretical basis, and practical guidance, resources and training modules that will support CHI's members to implement gender mainstreaming standards in a practical way.



Gender Toolkit Training of Trainers Bangladesh

Engaging At The Regional Level

Regional Consultations

Jointly with the host child helplines, CHI organised the biannual Regional Consultations of child helplines operating in Africa, the Americas and the Caribbean, Europe and Asia-Pacific. In addition, planning for the Regional Consultation in the Middle East and North Africa was nearly completed by the end of the year, and the event is due to take place in early 2016. Regional Consultations brought together representatives of child helplines as well as other stakeholders. These gatherings provided a platform for networking and exchange of experiences, knowledge and ideas, and they facilitated dialogue between countries interested in establishing child helplines and those running child helplines services. Regional Consultations were also a good opportunity to discuss topical subjects that had been selected on the basis of interests and priorities of CHI's members in individual regions.



CHI's members in the African region and partners ready to initiate the Regional Consultation

The Eighth Regional Consultation of Child Helplines in Africa was the first event of its kind that took place in the Francophone part of the continent. In August, more than 40 participants gathered in Dakar, Senegal. The central topic of discussion was harnessing child helpline data for evidence-based advocacy, with a closer look at specific issues such as the eradication of child marriages and violence against children. A full report is available in the Resources section of CHI's website in [English](#) and in [French](#).

In September, more than 50 participants gathered in Managua, Nicaragua, for the **Seventh Regional Consultation of Child Helplines in the Americas and the Caribbean**. The event was organised together with the Ministry of Family, Adolescence and Childhood Nicaragua, Plan International Inc. and World Vision. The meeting was an opportunity for child helpline representatives and other stakeholders to jointly reflect on impact assessment and gender perspective in the services provided by child helplines, among other topics. A full report is available in the Resources section of CHI's website in [English](#) and in [Spanish](#).



The programme included visiting the premises of CHI's member Línea 133



Participants of the Regional Consultation of child helplines in the Americas and the Caribbean

The **Sixth Regional Consultation of European Child Helplines and the Second Policy Dialogue** was held in November in Strasbourg, France. The event brought together nearly 50 participants from across Europe. Topics of discussion included, but were not limited to, the impact of child helplines and the migration and refugee crisis engulfing the continent. In addition, participants took part in the Policy Dialogue that took place on the premises of the Council of Europe and was focused on the sustainability of child helplines. A [full report is available](#) in the Resources section of CHI's website.



Participants of CHI's Regional Consultation of child helplines in Europe



European members of CHI and partners holding a policy dialogue at the Council of Europe

Representatives of child helplines and other stakeholders met in November in Kuala Lumpur, Malaysia, for the **Seventh Regional Consultation of Child Helplines in Asia-Pacific**. The gathering of more than 40 participants fostered reflection on youth participation in the services provided by child helplines, the role of child helplines in humanitarian response and child online protection. The event was hosted by Childline Malaysia with the support of the Ministry of Women, Family and Community Development, UNICEF Malaysia, the Telenor Group and DiGi Telecommunications. [A full report is available](#) in the Resources section of CHI's website.



CHI's members from South Asia discussing regional issues



Participants of the Regional Consultation of child helplines in Asia-Pacific



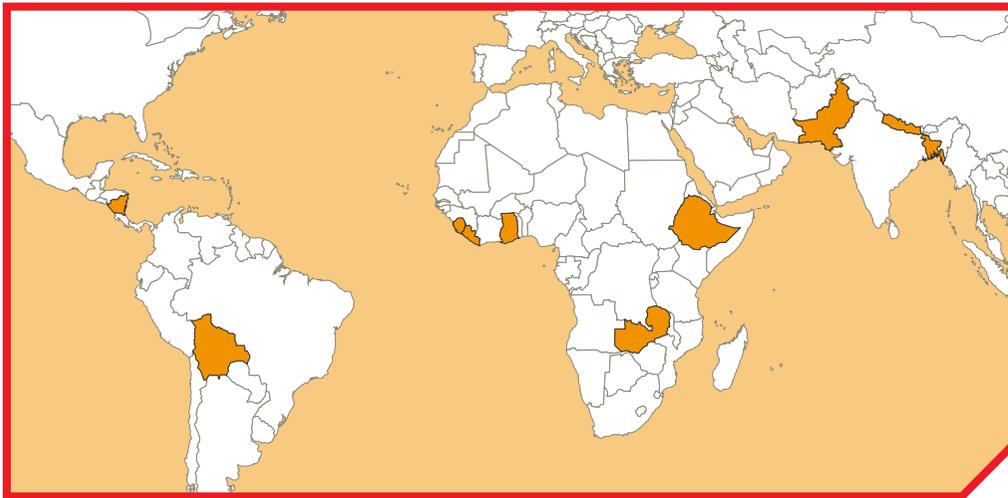
The results of DiGi Telecommunication's CyberSAFE Programme were presented during the session on child online protection

Working With Others

Partnerships and Coalitions

As in previous years, we worked closely with a range of Dutch and international partners and allies in the struggle for child rights, to strengthen the reach of our evidence-based policy advocacy and the implementation of practical solutions at the local level. Highlights from 2015 include the conclusion of the five-year programmes *Girl Power* and *Conn@ct.Now* and of the three-year *Access, Services and Knowledge (ASK)* programme, a memorandum of understanding with World Vision LACRO and becoming a part of the EU-level Child Rights Action Group.

Girl Power



From 2011 until the end of 2015, CHI was a member of the Girl Power Alliance, together with Plan Nederland, Defence for children – ECPAT, Free Press Unlimited, International Child Development Initiatives – ICDI and Women Win. The alliance focused on ensuring that all girls and boys can enjoy their rights and fully participate in the social, economic and political development of their countries.

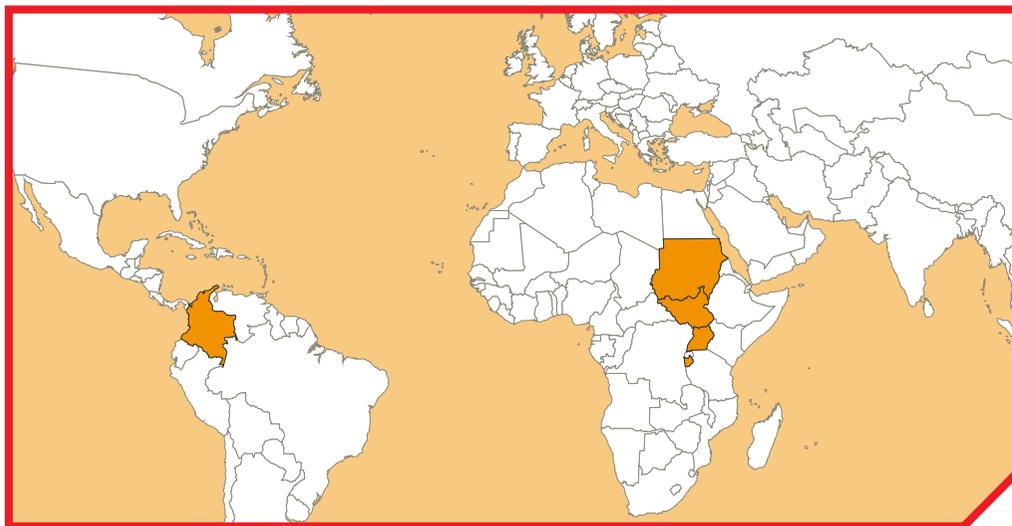
More specifically, the objectives of the programme were:

1. The reduction of sexual and gender-based violence against girls and young women;
2. Socio-economic empowerment of girls and young women through the strengthened quality of, and access to, education;
3. Socio-political empowerment of girls and young women through the promotion of their participation in both the private and public decision making process.

In addition to the overall objectives of the alliance, CHI's overall was to improve child protection systems through the provision of trainings, free-of-cost child helplines, improved quality of data, advocacy and lobbying. Accordingly, we implemented a variety of activities in the five-year period in the ten countries that were included in the programme: Bangladesh, Bolivia, Ethiopia, Ghana, Liberia, Nepal, Nicaragua, Pakistan, Sierra Leone and Zambia.

As mentioned, 2015 was the final year of Girl Power activities in the participating countries and globally. The alliance organised three regional meetings (in Ghana, Nicaragua and Nepal) as a way of finalising the programmes and establishing the way forward, and similar events were organised nationally. Additionally, CHI produced a publication that captures the main activities and lessons learned in the Girl Power Programme and proudly launched a gender toolkit. For a more details, see the [Promoting Rights for All](#) section of this publication.

Conn@ct.Now



In the Conn@ct.Now Alliance (2011-2015) CHI worked together with War Child Holland, Free Press Unlimited, T-Mobile and TNO, the Netherlands Organisation for Applied Scientific Research. Activities of this alliance focused on the psychosocial wellbeing of children and victims of armed conflicts in five fragile states: Burundi, Colombia, South Sudan, Sudan and Uganda.

Specific objectives of the Conn@ct.Now programme were defined as follows:

1. Protection of children in these fragile states from violence, abuse and exploitation;
2. Access to quality education;
3. Access to quality psychological services for children and young people;
4. Opportunities for children and young people living in these countries to actively participate in society.

Throughout 2015, CHI and its partners focused on a number of important activities aimed at closing the programme and concluding the work that started in 2011.

Major highlights include the soft launch of child helpline services in the Burundian capital, Bujumbura, in late 2015. This is a great achievement, and the child helpline is operating the regionally harmonised number 116. CHI also organised a national stakeholder meeting in Colombia and developed a roadmap for the start-up of a child helpline in South Sudan (see the Expanding the Reach of Child Helpline Services section for details on these two activities). In Sudan, the team at Child Helpline 9696 in Khartoum was trained by CHI's Jordanian member (Jordan River Foundation) to improve their Child Safety Policy. This included a baseline assessment of the existing policy in Sudan, highlighting the strengths and weaknesses, and developing a training manual and standard operating procedures. In Uganda, we implemented a new data collection software at the Sauti 116 child helpline, which is already proving to be invaluable in tracking referral and follow-up of cases.

In addition to the achievements in the five Conn@ct.Now countries, CHI has worked at the regional and international level to ensure that child helplines are recognised as crucial elements of any national child protection system.

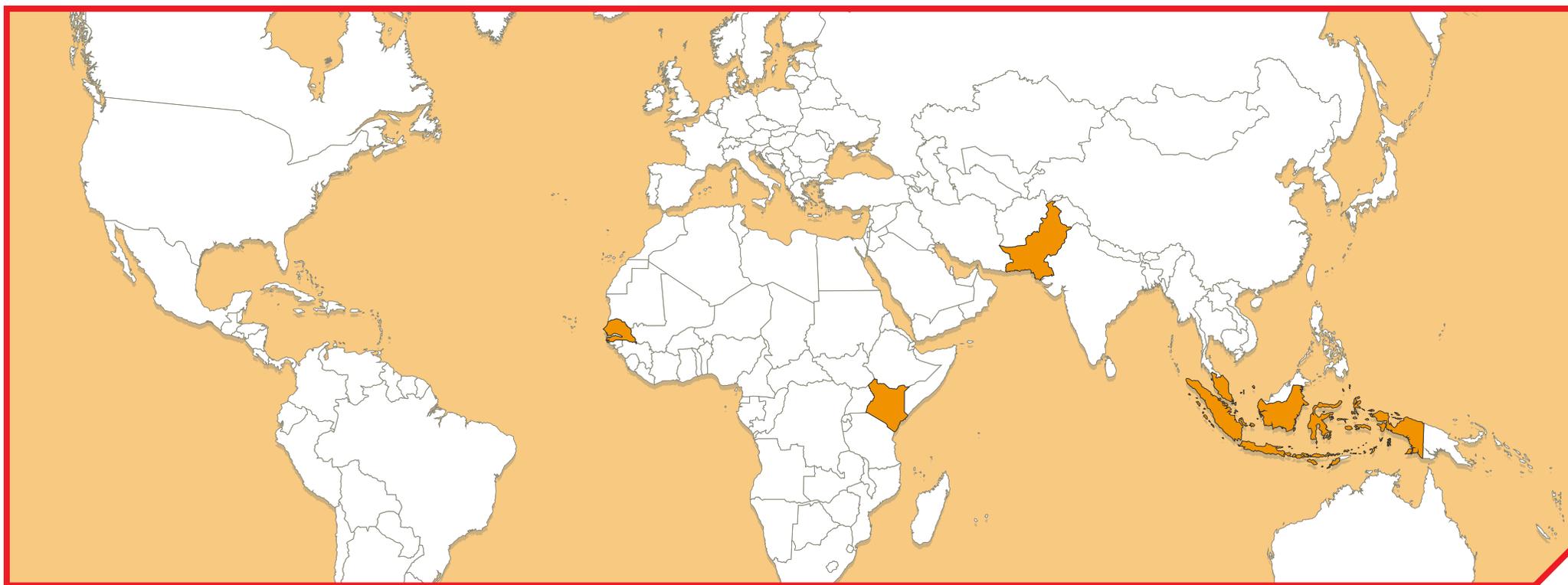
To mark the closure of the Conn@ct.Now Programme, stakeholder meetings were held nationally, aimed at ensuring a sustainable exit and ongoing strengthening and development of child helpline services. In the Netherlands an event focused on innovation was held, where CHI presented on its [Free Our Voices](#) campaign (also see [Working with the Telecommunication Sector](#)) and the work of its Youth Advisory Council (see the [Empowering Youth Around the World](#) section).

ASK Alliance

From 2013 until the end of 2015, CHI was a technical partner in the ASK (Access Service and Knowledge) Alliance – a coalition of non-governmental organisations aiming at a greater capacity of youth to make safe choices, improving and availability of services for sexual and reproductive health (SRHR), and the referral of youth to these services. Other members of the alliance were Rutgers WPF, AMREF Flying Doctors, CHOICE for Youth and Sexuality, dance4life, International Planned Parenthood Federation (IPPF), Simavi and STOP AIDS NOW!

The focus of CHI's activities within the ASK Alliance was on capacity building in Kenya, Senegal, Pakistan and Indonesia.

In 2015, we launched two thematic briefing papers as a result of this programme: Children and Young People Talk about HIV/AIDS (published in [English](#) and in [French](#)) and Sex Matters to Children and Young People (also published in [English](#) and in [French](#)). Other key achievements included a series of training programmes, some of which are described in more detail in the [Building Capacity Within the Global Network](#) section of this report.



Forging New Alliances

Memorandum of Understanding

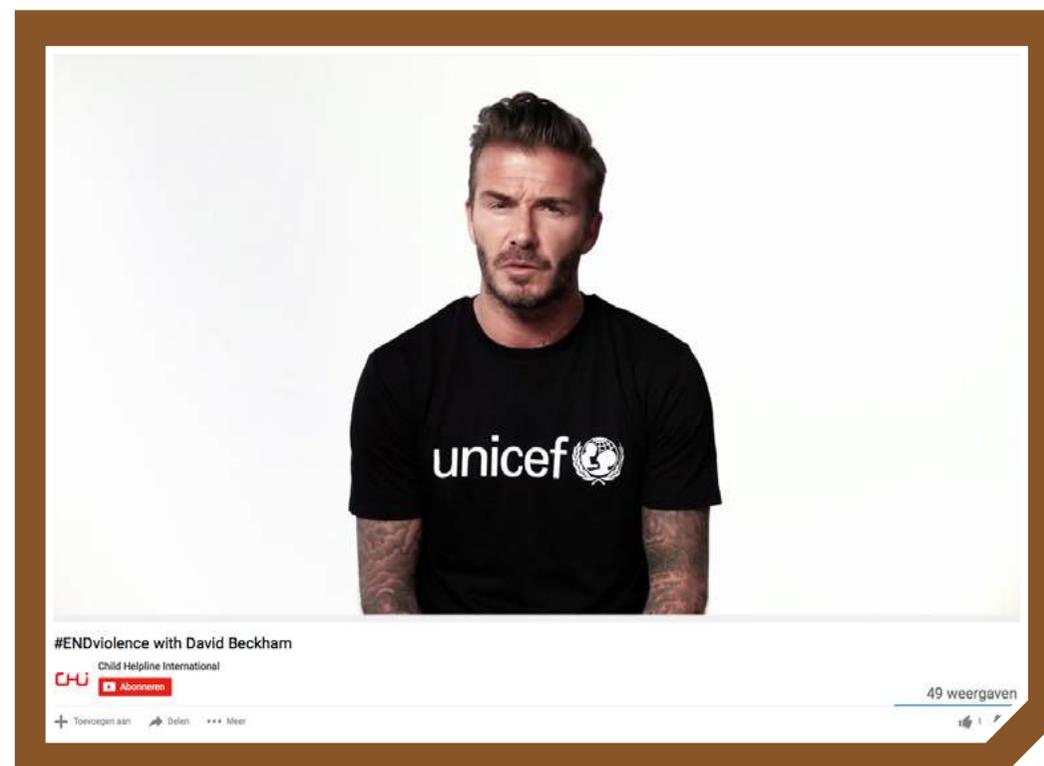
In March, CHI signed a Memorandum of Understanding (MoU) with World Vision, Latin America and Caribbean (LACRO). This agreement sets a general framework for the organisations to cooperate in various ways, including through technical assistance and specific partnerships in areas of mutual interest, such as the establishment and strengthening of helplines in the region and joint data collection and advocacy activities.

Child Rights Action Group

In early 2015, CHI became a member of the informal Child Rights Action Group (CRAG), which brings together 15 international and European NGOs that share a common commitment to mainstreaming child rights across European Union policy and action. All CRAG members are committed to pursuing a child rights agenda at the EU level according to the United Nations Convention on the Rights of the Child and to working towards agreed objectives. Among other things, CRAG members have been actively promoting the [Child Rights Manifesto](#), which asks the Members of the European Parliament (MEPs) to become child rights champions. So far, 102 MEPs have signed the Manifesto, and the European Parliament Intergroup on Child Rights was established in September 2015, so the initiative can be considered a great success.

Action on Violence Against Children

The number of reported cases of sexual, physical and emotional violence against children in Eastern and Southern Africa is horrifying – and these are just the instances we know about. To address this issue, we launched the [Action on Violence Against Children campaign](#) in November. The initial focus of the campaign is on Kenya, Tanzania, Swaziland, Uganda, South Africa, Malawi and Zambia. We are working in conjunction with Africa Child Policy Forum, The Africa Experts Committee on the Rights and the Welfare of the Child, Plan International, Save the Children, Sonke Gender Justice and UNICEF.



David Beckham launches #ENDviolence campaign

Working With The Telecommunication Sector: Free Our Voices

Partnerships and Coalitions

Data gathered from child helplines since CHI's inception in 2003 has shown that somewhere in the world, a child contacts a child helpline somewhere every second. Unfortunately, half of the children's calls for help cannot be answered due to a lack of resources. To tackle this problem CHI launched Free Our Voices, its most important campaign to-date, in 2014. The global campaign aims to raise awareness of the resources needed to ensure that every child's voice is heard and that all calls to child helplines can be answered. Campaigning continued throughout 2015, and it provided the framework for CHI's work with the telecommunications sector.

[Free Our Voices](#) is CHI's first global advocacy campaign. It aims to improve access to child helpline services and make all calls to child helplines free of cost for both children and child helplines. The campaign is designed to build worldwide momentum around the work of child helplines and gather resources so that child helplines can answer every contact from every child. At the core of the campaign is the children's right to be heard, enshrined in Article 12 of the United Nations Convention on the Rights of the Child.

Free Our Voices speaks on behalf of its members and for millions of children worldwide, and it targets policy and other decision makers as well as the general public. The campaign benefits from the fruitful cooperation between CHI's staff and two advisory councils: the New Communications Technologies Advisory Council and the Youth Advisory Council. Members of the Youth Advisory Council have raised awareness in their local communities and collaborated on projects focusing on the goals of the campaign. One example is a children's book that is presented in more detail in the [Empowering Youth Around the World](#) section of this report.

Free Our Voices is important to all young people across the world. When we come together, our voices are louder and this is what is needed to allow for local child helplines to lobby telecoms across the world to make sure that young people don't have to pay to call and get support.

Kiran Patel, member of CHI's Youth Advisory Council

Cooperation With the GSMA

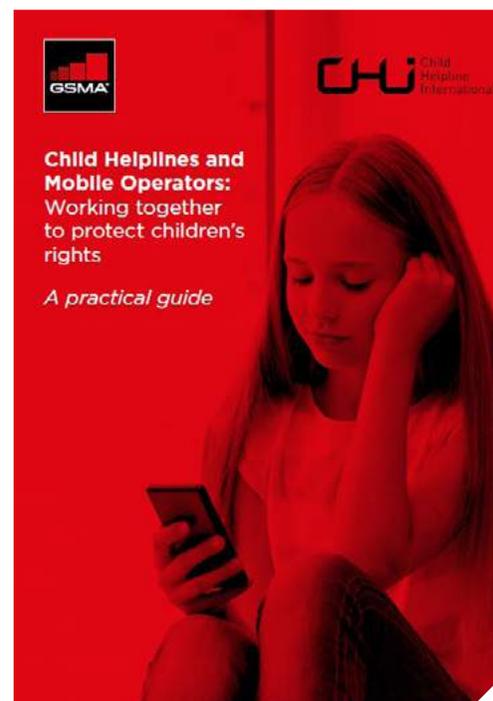
The Memorandum of Understanding that CHI signed in 2014 with the GSMA, the organisation that represents the interests of mobile operators worldwide, resulted in a wide range of activities and achievements in 2015.

In May, CHI and the GSMA organised a workshop in London with a selection of child helplines, telecom operators and international partners such as UNICEF, InHope and Family Online Safety Institute. The main objective of the meeting was for the mobile operator community to understand the work of child helplines better and to learn from existing cases of telecoms working closely with child helplines, as well as to explore how we can support each other regarding child online protection issues. More information about the meeting is available in an [online video summary](#).

- All telecom operators waived costs to CHI's members in Bangladesh and Costa Rica.
- Ooredoo Group waived costs to the child helpline in the Maldives.
- Telenor Group waived costs to the child helpline in Malaysia and sponsored the participation of CHI's members from Malaysia, Thailand, Bangladesh and Pakistan at the Regional Consultation of Child Helplines in Asia-Pacific.
- Zain Group waived costs to CHI's members in Jordan, Saudi Arabia, and Sudan; launched a regional media campaign against child abuse; supported the establishment of an associate CHI member in Kuwait.
- All telecom operators joined together to enable free-of-cost calls to the child helpline in the Democratic Republic of Congo.

An extensive list of the initiatives undertaken in 2015 by telecom operators to support child helplines is [available on GSMA's website](#).

To celebrate the fruitful collaboration between child helplines and telecom operators, CHI and the GSMA jointly launched a practical guide on how child helplines and mobile operators can work together to protect children's rights. The guide contains information, suggestions and case studies that promote the huge potential of mobile services in both safeguarding and supporting children's rights by enabling access to child helplines. As such, the document makes for a strong advocacy tool that CHI's members can use to engage with their in-country telecom operators. *Child Helplines and Mobile Operators: Working together to protect children's rights* [can be downloaded](#) from CHI's website.



Launching The Campaign At The Regional And National Level

The [Free Our Voices](#) campaign can be endorsed by CHI's members in various ways. For instance, they can lobby governments and telecom operators to achieve the waiving of the telecommunication costs; raise media awareness about children's right to be heard; or create strong online communities dedicated to the prevention of violence towards children online.

I believe that it takes the commitment of all actors, both governmental and private, to visualise those voices that are unseen and unheard. We have an obligation to make those voices heard by all.

Katia Jaentschke Acevedo, Línea 133, Nicaragua

Many child helplines have launched the campaign at the national level with special events such as those that took place on 17 May, the International Child Helpline Day. Fifteen CHI's members marked the day with presentations of Free Our Voices and the work of child helplines in schools or public places, by distributing the Free Our Voices materials in the local language, or even by producing their own [campaign videos](#).



Free Our Voices' launch by Sawa (Palestine)



Free Our Voices' launch by Sawa (Palestine)



Free Our Voices' launch by Corpolatin (Colombia)



Free Our Voices' launch by Vaiku Linija (Lithuania)



Free Our Voices' launch by Madadgaar (Pakistan)



Free Our Voices' launch by Madadgaar (Pakistan)



Free Our Voices' launch by Yoneco (Malawi)

Following these successful national-level initiatives, CHI launched Free Our Voices at its Regional Consultations in various ways. For example, during the Policy Dialogue and Regional Consultation in Europe, we presented a new Free Our Voices video aimed at raising awareness of the European harmonised child helpline number 116 111. At the Regional Consultation in Asia-Pacific, Free Our Voices was used to encourage youth participation in the work of child helplines. Jasminejit Kaur, a member of CHI's Youth Advisory Council and volunteer at Child Helpline Malaysia, facilitated a parallel session on youth participation and was overall actively involved in directing the launch of the campaign, which is captured in [a video on CHI's website](#).



Free Our Voices at the Regional Consultation in Africa: Free Our Voices was also officially launched in Africa during the Regional Consultation in Senegal. The campaign attracted media attention, which helped to increase the visibility of child helplines and CHI.



Free Our Voices at the Regional Consultation in the Americas and the Caribbean: At the Regional Consultation of child helplines in the Americas and the Caribbean, Marcia Ramirez Mercado, the Nicaraguan Minister for Family, Adolescence and Childhood, donated her voice to the Free Our Voices campaign.

The New Communication Technologies Advisory Council

The idea for CHI to run an integrated campaign with a multi-stakeholder approach was born at a meeting of CHI's New Communications Technologies Advisory Council in 2013. The council, composed of representatives of child helplines, the GSMA, the International Telecommunication Union and IT practitioners, has ever since contributed to the strategy of Free Our Voices. Their input is a valuable resource, as each member of the group brings uniquely informed views and fresh solutions to the challenges that arise with the rapid technological developments.

The New Communication Technologies Advisory Council met in Amsterdam over two days in November. CHI's Youth Advisory Council joined a part of the meeting, and the two councils planned the activities for the second year of the Free Our Voices campaign. Among other issues, they focused on ways to empower youth to take ownership of the campaign, on increasing the involvement of CHI's members in the campaign, and on deepening the collaboration between CHI and the GSMA. The New Communication Technologies Advisory Council also reviewed the CHI's survey on how child helplines make use of new technologies and made progress on developing an interactive social media guide for CHI's members.



Members of the New Communication Technologies Advisory Council and Youth Advisory Council after the meeting in Amsterdam

Expanding The Reach Of Child Helplines

Launching New Helplines, Bringing Stakeholders Together and Providing Guidance Partnerships and Coalitions

We are happy to announce that our efforts to expand the global network of child helplines resulted in the launching of two new child helplines in 2015: Child Helpline Fiji in Fiji and Yaga Ndakumva in Burundi. In addition, we provided a roadmap for the launching of a child helpline in South Sudan, conducted a feasibility study in Cameroon and organised eight stakeholder meetings: in Bolivia, Colombia, Guinea, Mauritania, Pakistan, South Sudan and Uganda. These meetings are an important step on the way to the establishment of new child helplines or the expansion of services of the ones that are already operational.

National Stakeholder Meetings

Stakeholder meetings provide a space for international and national non-governmental organisations, government officials, representatives of the telecommunications sector and other key stakeholders to develop a common action plan for the establishment or expansion of child helplines.

Colombia can serve as another example of the efforts to bring stakeholders together so as to expand the availability of child helplines and their services. We have been working with our three members in Colombia (Corpolatin, Línea 106 from the Secretaría Distrital de Salud Bogotá and the Instituto Colombiano de Bienestar Familiar) to achieve the ultimate goal of ensuring that well-established child helplines, integrated into an effective child protection system, are accessible to children and young people across the country. One result of these efforts was the establishment of a National Network of Child helplines in 2014 under the umbrella of the toll free number 106.

The stakeholder meeting that took place in October 2015 within the framework of the Conne@ct.Now programme was a critical step in our advocacy and capacity building efforts. Thanks to the active participation and in-depth discussions of key stakeholders, such as telecoms operators, Ministries and international and national

nongovernmental organisations, significant progress was made in the positioning and strengthening of the National Network of Child Helplines and of Línea 106 as a nation-wide programme for the protection of children. Telecoms providers agreed to promote Línea 106 on domestic telephone bills and through awareness raising activities at schools and community centres.



Stakeholders Meeting in Sudan

In Khartoum, Sudan, the national stakeholder meeting was organised in August 2015 as part of the Conn@ct.Now programme. Representatives of CHI's Egyptian and Sudanese members, the Sudanese government, international organisations, local partners and the private sector met to discuss the scaling up of the Khartoum-based child helpline. One of the main outcomes of this meeting was a clear mapping of the child helpline needs and the activation of stakeholders who are best placed to address those needs. In addition, participants expressed interest in establishing child helplines in other provinces of Sudan.

Roadmap For The Creation Of A Child Helpline In The Republic Of South Sudan

In South Sudan, CHI developed a roadmap for the creation of a child helpline. [This roadmap](#) was one of the outputs of the Conn@ct.Now! Alliance. The roadmap is meant to serve as a core document for the national government or other actors to set up a child helpline in that country, and it explores the commitment needed from national stakeholders and international partners to the start-up of a child helpline and the steps needed to launch services once the country is stabilised. Local buy-in of key stakeholders and partners is a critical foundation for the success of such initiatives, therefore it is highly encouraging that all stakeholders contacted during the preparation of the roadmap were enthusiastic about the concept of a child helpline in the Republic of South Sudan. The Ministry of Gender, Child and Social Welfare of the Republic of South Sudan is CHI's member, and together within the Alliance have been focusing on capacity building, peer-to-peer exchanges with other helplines, and general awareness raising of the importance of a child helpline as a component of the national child protection system in the Republic of South Sudan.

Feasibility Study In Cameroon

From September to October 2015, a feasibility study for the development of a child helpline in Cameroon was conducted by CHI. The study was supported by Plan International Cameroon and supervised by a special taskforce formed after the meeting of national stakeholders in 2012. The study shows that the current context is conducive for the establishment of a child helpline. This conclusion is primarily based on the legal and administrative framework and the willingness of partners to support the government in this initiative.

The launch of the Feasibility Study Report took place on 30 October in Yaoundé. The event was presided by the Ministry of Woman Empowerment and Family and attended by representatives of the government, international actors (Plan International, United Nations Population Fund and the United Nations Refugee Agency), national civil society organisations, the telecommunications sector and children.

During the launch of the feasibility study, participants agreed on the importance of having a child helpline in Cameroon and adopted a two years plan of action to set up the helpline.

Building Capacity

Peer Exchanges and Training Programmes Partnerships and Coalitions

In line with its commitment to strengthen child helplines and the global child helpline movement, CHI organises various needs-based capacity building and networking activities for the members of the global child helpline network. Peer exchanges are among those activities, and they can take the form of training sessions, exposure visits or long term cooperation. This networking strategy has proved to be a successful way of strengthening the capacity of the existing and emerging child helplines alike. In 2015, eight peer exchanges took place within the global network of child helplines, two of which were not funded by CHI. In addition, CHI and its members organised a series of training programmes summarised below.

Peer Exchanges

Asia - Pacific

Childline India, the nationwide toll-free child helpline which also functions as a national centre for awareness, advocacy, and training on issues related to child protection, hosted a learning visit for representatives of Childline Zambia and Child Helpline Nepal. The five-day programme included an introduction to the systems and procedures in place in India, a visit to the Childline India's contact centre and interaction with the ministries involved in helping run the helpline.

Europe

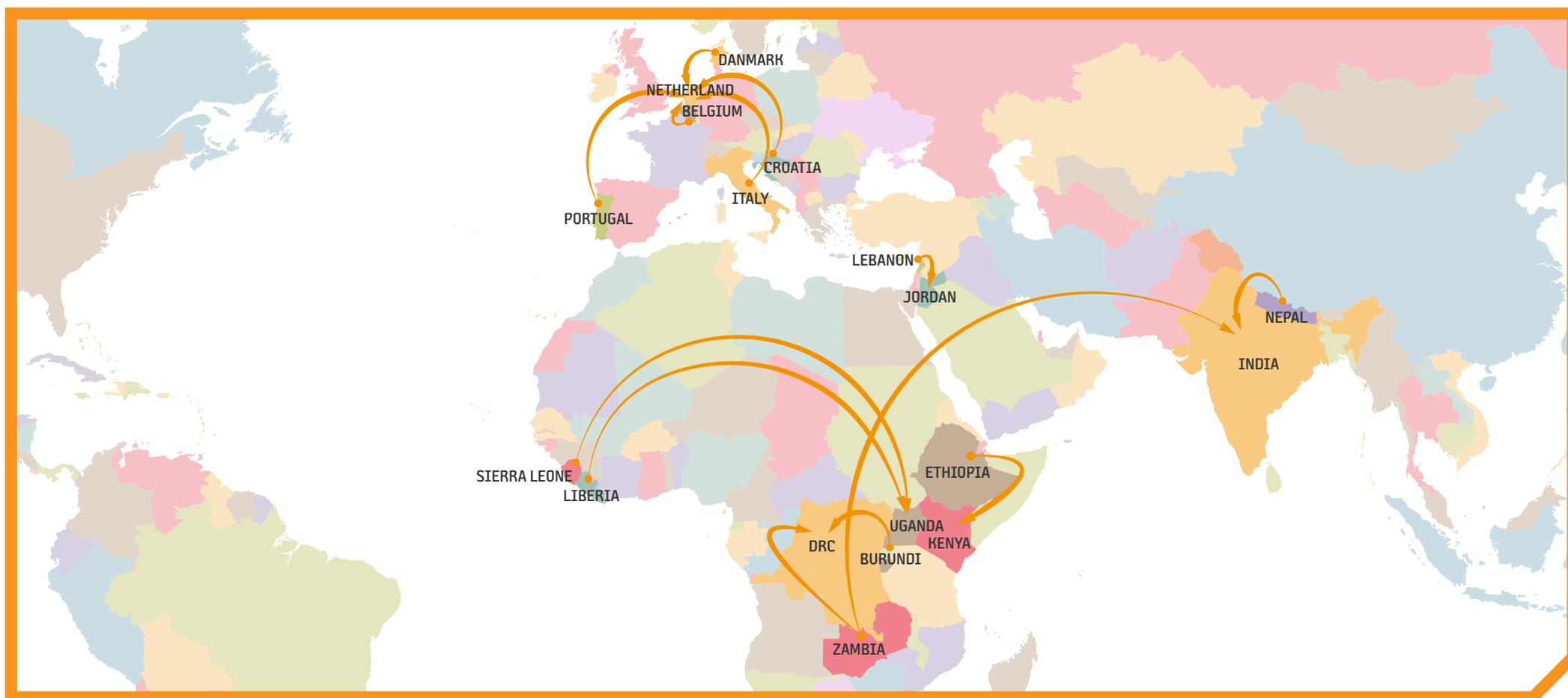
Six European helplines participated in the two-day peer exchange on impact assessment that took place at the premises of De Kindertelefoon in Amsterdam, the Netherlands. Beside the host, participants came from Telefono Azzurro (Italy), AWEL (Belgium), Brave Phone (Croatia), Child Care Institute (Portugal) and Borns Vilkar (Denmark). One outcome of the event is that at least ten European helplines will join the impact assessment study conducted by Prof. Willemijn van Dolen from the University of Amsterdam. They will create standardised principles and methods for measuring impact and show the effect of child helpline services.

MENA

Representatives of the Lebanese Ministry of Social Affairs visited the Jordan River Foundation in Amman, which operates the child helpline. The visit to the call centre and meetings with the volunteers and management team provided the Lebanese delegation with a clear and realistic perspective on the operations of a child helpline and with a better understanding of call/case management and building effective and sustainable volunteering system. Lessons learned are a good basis for the planning of steps needed to activate the child helpline in Lebanon.

Africa

In October, CHI's members from Sierra Leone and Liberia participated in a three-day visit to Uganda, to learn about the Ugandan child helpline and its transition from a child helpline run by a civil society organisation to one operating under the auspices of the national government.



Training Programmes

Child helplines also benefitted from the training programmes that were organised or funded by CHI as part of our alliances with like-minded organisations ([described in more detail earlier in this report](#)) and resulted in increased capacities of child helplines and other organisations.

Within Girl Power, Conn@ct.Now and ASK alliance, CHI organised eight training programmes in total, and they took place in Sierra Leone, Kenya, Senegal, Indonesia, Pakistan and Jordan. These trainings focused on call response, case referral, psychological care and sexual and reproductive rights and health.

In addition, as part of the Girl Power, Conn@ct Now and ASK programmes, CHI facilitated 25 trainings that member child helplines organised with and/or for their partners and were focused on the central subjects of these alliances. Concrete examples include: training on child protection and the Convention on the Rights of the Child in Bangladesh for civil society and community based organisations, youth volunteers, religious leaders, local political leaders and law enforcement agencies; training for teachers in Indonesia on sexual and reproductive health and rights; training in Nepal on the operation of child helplines in emergencies and on post-earthquake psychological counselling support; and capacity building for lawyers and law students in Pakistan on sexual and gender-based violence.

Thanks to CHI's partnership with KPMG UK, nine child helpline members in Sub-Saharan Africa benefitted from a 5-day workshop on leadership and management. This capacity building and others undertaken in 2015 were aimed at helping to ensure self-sufficiency and sustainability at the child helplines after the closure of the MFSII funded programmes.

Examples Of Training Programmes Within CHI'S Global Network: ASK ALLIANCE

Indonesia: CHI organised capacity building for operators/counsellors of TeSA 129 and TePSA in the use of the guidelines on sexual and reproductive health and rights (SRHR) for distance counselling. The aim was to improve the skills, knowledge and attitudes of the operators/counsellors on child protection and SRHR issues with regard to distance counselling. As a result of this activity, counsellors felt better able to identify the SRHR related issues that children face, to handle SRHR cases and refer to specialist SRHR services. This, in turn, strengthened the referral pathways of SRHR services.

Kenya: Childline Kenya conducted a five-day refresher training for new teachers and head teachers. The workshop brought together participants from 25 schools working with Childline Kenya and its partners with the aim of strengthening their capacity to deal comprehensively with reproductive health matters reported through the Speak-Out Boxes in schools within Nairobi County and within their community.

Pakistan: A highlight in 2015 was the Refresher Training of Madadgaar Staff and Referral Partners on Improving Sexual and Reproductive Health and Rights of Young People conducted by Aahung and organised by Madadgaar National Helpline. Staff attending the training reported that they had gained better understanding of dealing with SRHR related issues and improved their understanding of the methods and techniques of delivering SRHR related information.

Senegal: A training held at Centre Ginddi in Dakar, which operates a child helpline, addressed strategies in responding to calls from children and young people on SRHR matters. The counsellors who took part in the training reported that they felt more able to handle calls on taboo issues, and the reporting of cases would be better monitored and followed-up as a result of the training.

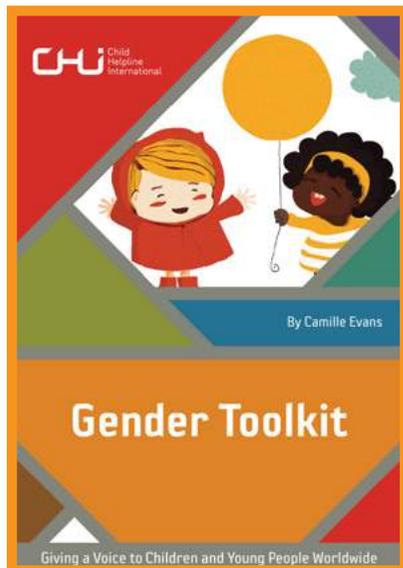
Promoting Rights For All

Gender Equality

Gender equality has been an important element of CHI's advocacy and programmatic activities, most of which took place within the framework of the Girl Power Programme. In 2015, we produced two publications with a gender focus and organised a series of trainings on gender issues.

Gender Practices Of Child Helplines

One of the outcomes of CHI's participation in the [Girl Power Alliance](#) was the publication on the gender practices of child helplines that were involved in the programme. The report (available online in [English](#) and in [Spanish](#)) examines and captures best practices and lessons learnt by CHI's members during the implementation of the Girl Power programme. It also analyses the capacity building work specifically linked to gender that was undertaken by CHI and its members.



Two of the participants in the Gender Toolkit training in Bangladesh

Gender Toolkit

The way gender lens is incorporated in the practical work of child helplines may differ widely. To bring forward the most critical points that should be incorporated in the approach of all child helplines, CHI published a gender toolkit in English and Spanish as a part of the Girl Power Programme. The toolkit stems from the experience of child helplines in the ten countries that participated in this programme as well as other CHI's members. This makes the content useful for all CHI members as well as for other organisations interested in gender issues. [The toolkit can be downloaded from CHI's website.](#)

CHI promoted the Gender Toolkit and gender sensitivity beyond child helplines by conducting a workshop based on some of the thought-provoking exercises described in the publication. The workshop took place at the well-attended Girl Power Alliance closing event organised in December in Amsterdam by the Girl Power Alliance.



Discussion during the Gender Toolkit training in Ethiopia



Awarding certificates at the end of the Gender Toolkit training in Bangladesh

Training Of Trainers

To jump-start the implementation of the Gender Toolkit and the dissemination of the messages it carries, we organised training programs for representatives of child helplines as well as for some organisations that are attempting to establish a child helpline. The three-day 'Training of Trainers' took place in Dhaka (Bangladesh), Addis Ababa (Ethiopia) and La Paz (Bolivia). We also provided printed copies for CHI's member in Nicaragua so that the child helpline can organise a training in 2016. In addition, CHI also organised a one-day training programme based on the Gender Toolkit for its staff members in Amsterdam.

The training allowed for a reflection on power, privilege and gender and prompted insights into gender-awareness and sensitivity on a personal, project and organisational level. In total 53 child helpline representatives and 15 CHI staff members participated in those trainings. Whereas gender norms and values cannot be changed overnight, this was a successful start to the institutionalisation of gender sensitive practices and policy for CHI and its members.



Some of the participants in the Gender Toolkit training in Ethiopia



Participants in the Gender Toolkit training in Bolivia

Empowering Youth Around The World

Youth Advisory Councils

CHI has been committed to involving young people in its decision making, in firm belief that encouraging youth participation can yield strong positive results in the area of child protection. To act on that commitment, CHI launched the global Youth Advisory Council at the International Consultation held in 2014. This council currently consists of six people aged from 18 to 25, who are committed to contributing to the success and well-being of their generation. They come from different parts of the world and represent the diversity of the global youth. In 2015, the members of the group were involved in various projects and initiatives, and CHI built on their success with the launch of the first youth advisory council at the regional level. CHI's model of youth engagement has been recognised as good practice, and we have been approached by several organisations that are interested in following our example. Furthermore, a number of child helplines have expressed explicit interest in upgrading their own youth involvement. These are encouraging signs of a great collective impact and of the added value of the youth advisory councils.

International Youth Day

The theme of the 2015 International Youth Day (marked around the world on 12 August) was Youth Civic Engagement, which is deemed essential to achieve sustainable human development. Members of the Youth Advisory Council commemorated this day by joining forces and creating a [video message](#) for children and young people worldwide. The aim of the video was to give confidence to young people and encourage them to take an active part in their communities.

YAC Members In Child Helpline Activities

On the Day of African Child (16 June) I was a part of the team of the Tithandizane Child Helpline in Malawi, which marked this day by following-up on child abuse cases that were reported to the Child Helpline. We also planned to rescue children who were being abused in rural and hard to reach areas.

We provided support to a seven-year-old boy who was physically abused by his grandmother. She burnt the boy's hands after he was alleged to have eaten some fish meant for lunch. The boy was not taken to the hospital until our team intervened five days after the incident. The boy was admitted to the hospital, and the grandmother was taken in by the police.

An assessment by the Department of Social Welfare indicated that the boy was born when his mother was a teenager. His mother then abandoned him when he was only three years old and veered into prostitution. The assessment further revealed that the boy was repeatedly subjected to abuse by the grandmother as well as by other grandchildren that also lived with her.

Following-up on a case is not an easy thing as anything can happen in the process. The offender, relatives or the community members may gang up against you. Our team disregarded what might have befallen us in order to rescue the little boy. Together with Police Officers and representatives of the Department of Social Welfare, we also managed to rescue two girls from forced marriages.

Faith Zumazuma, member of CHI's Youth Advisory Council

Launch Of The European Youth Advisory Council

On the basis of the positive experience with the global Youth Advisory Council CHI established its European equivalent in 2015. The European Youth Advisory Council was launched in September in Athens, Greece, with a live online broadcast ([a video summary of the launch](#) and [the full broadcast](#) are available online). Four young people, aged from 18 to 22, from Albania, Croatia, Greece and the Netherlands were appointed as EYAC members. The promotion of a unified European number for child helplines 116 111 is among their primary tasks, together with encouraging and nourishing the youth's civic engagement. The European Youth Advisory Council is financially supported by the European Commission, and it is a demonstration of CHI's commitment to bringing young people to the forefront of the organisation. The establishment of the first regional youth advisory council spurred discussions about the need for similar initiatives in other regions.



Adam's Adventure

Members of CHI's Youth Advisory Council developed and launched Adam's Adventure in 2015. This book raises awareness on the services of child helplines through an interesting and easily understandable story. The book can be translated and freely used by all CHI's members. It has been presented in schools in the Netherlands, Kenya, and Malawi. A number of child helplines have expressed an interest in republishing the book in the local language and a willingness to participate in the development of storylines for similar publications. The story and illustrations are [available online](#).



Amplifying Children's Voices

Advocacy and Data Based Publications

Advocating on behalf of children and young people around the world – to ensure that their voices are heard and their rights respected – is at the core of CHI's activities. Our advocacy efforts range from the national to the global level, and from attending public events to producing publications based on child helpline data. A key development in 2015 was the adoption of Sustainable Development Goals, including a commitment to end violence against children which was one aim of CHI's advocacy efforts over several years.

Sustainable Development Goals

Since the year 2000, Millennium Development Goals provided guidance for governments, the private sector, civil society and other stakeholders aiming to improve the lives of children around the world, but child protection was not adequately captured in this framework. Over the course of several years, CHI therefore coordinated the collective advocacy of child helplines, with the aim of

ensuring that the protection of children from violence and abuse is given the attention it deserves in the post-2015 development agenda.

CHI actively introduced the voices of millions of children that have contacted child helplines on issues related to violence and abuse into the leading global discussions and fora in charge of shaping this new agenda. We worked with the [Open Working Group](#) of the United Nations General Assembly, which was tasked with preparing a proposal on the Sustainable Development Goal. We contributed to the dialogues of the [High Level Political Forum](#), [the Financing for Development Summits](#) and to the online consultation of the web platform www.worldwewant2015.org. In addition, we worked with individual countries and their missions to the United Nations, with strong support of our Advocacy task force.

Therefore we are excited that on 25 September 2015, the General Assembly of the United Nations adopted the new list of Sustainable Development Goals. The world's governments made a pledge to ensuring that all people live in peaceful, just and inclusive societies and set ambitious targets to be delivered by 2030. CHI particularly celebrates the inclusion of [target 16.2](#) which commits countries to “end abuse, exploitation, trafficking and all forms of violence against and torture of children”.



High Level Cross-Regional Meeting On The Protection Of Children From Sexual Violence



CHI attended the High Level Cross-Regional Meeting on the Protection of Children from Sexual Violence, convened by the Special Representative of the UN Secretary General on Violence against Children. This important annual forum enables regional organisations and institutions to assess progress achieved, reflect on trends and common concerns, share planned initiatives and identify opportunities for cross-regional cooperation.

Observer Status With The International Organisation For Migration (IOM)

Following a successful application, CHI obtained the observer status at the most important multilateral organisation working in the area of migration. This status gives CHI access to future meetings of the IOM Council and the possibility of establishing direct contacts with representative of IOM members. The IOM is an interesting partner for CHI because we have similar objectives in the protection of children on the move. We can work with IOM members at a practical, tactical, technical and strategic level.

Child Helpline Recommendations For Africa

CHI, along with our members, submitted the first round of child helpline recommendations to the African Committee of Experts on the Rights and Welfare of the Child (ACERWC). For the 25th ordinary session (21-24 April), CHI submitted recommendations for Congo, Gabon, Lesotho, Madagascar, Namibia, Rwanda and Zimbabwe. At the time of reporting, the concluding observations of ACERWC have only been published for Rwanda, and they include a specific recommendation for a child helpline to be established in the country.

European Advocacy Taskforce

To strengthen our advocacy at the European level, we established the European Regional Advocacy Taskforce that includes representatives of child helplines from Croatia (Brave Phone), Denmark (Bornes Vilkar), the UK (Get Connected) and Belarus (Ponimanie). The group advised CHI on its European advocacy activities; supported the organisation of the Sixth European Regional Consultation and Second Policy Dialogue; and took the lead in reviewing a study on the role of child helplines in child protection systems (to be published in 2016).

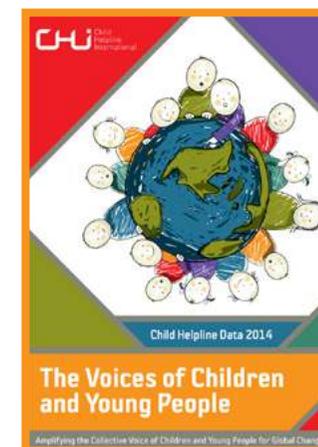
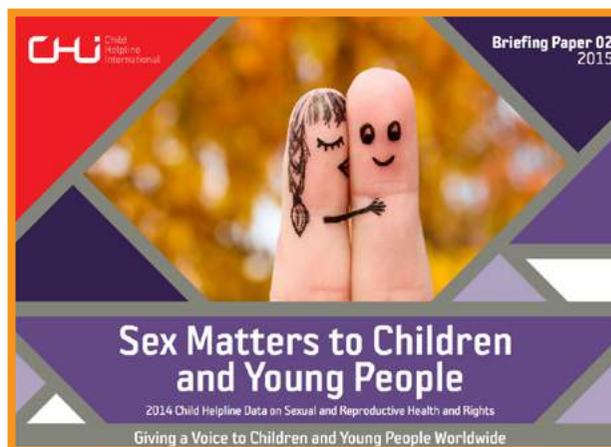
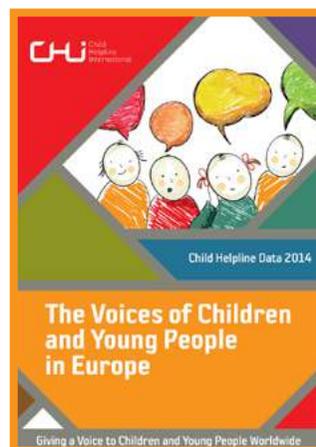
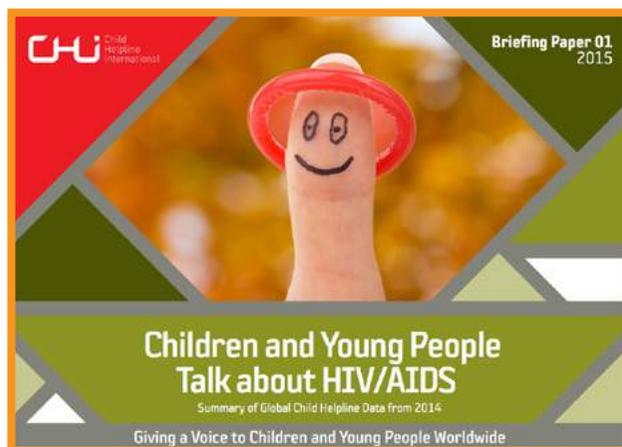
Open Letter To The European Council

CHI signed an open letter to the European Council, in which we emphasised – together with 58 other organisations – that it was time to act to ensure children’s rights in the European Union’s migration policy and set forth ten concrete action points. Other signatories of the letter include organisations working in the field of human rights, child rights, health and social inclusion as well as the European Network of Ombudspersons for Children.

Data Based Publications

Children’s voices are at the heart of CHI’s activities. Among other ways, we amplify them through our publications that are based on data gathered by child helplines and reported to CHI through the annual data questionnaire.

Using the data on contacts made with child helplines in the previous year, we produced thematic briefing papers on [HIV/AIDS](#) and [Sexual and Reproductive Health Rights ; Voices of Children and Young people in Europe](#) with a regional-level overview and country overviews of contacts that children and young people had made with child helplines in the previous year; [Voices of Children and Young People](#) with data analysed at the global level, per region and with a focus on health related concerns; and the publication with the clear thematic focus on abuse and violence entitled [Violence Against Children](#).



Assessing Impact And Quality

Advocacy and Data Based Publications

Assessment Of The Child Helpline In The Democratic Republic Of Congo

In June, CHI conducted an assessment of Tuinge Watoto 117, CHI's member in the Democratic Republic of Congo (DRC). The child helpline is operated by War Child UK in DRC on behalf of the Ministry of Social Welfare, National Solidarity and Humanitarian Affairs. The main objective of the assessment was to evaluate the services offered by the child helpline vis a vis CHI's minimum standards, the referral system as well as to analyse the perception of the child helpline by stakeholders.

The assessment shows the importance of the child helpline in the country and highlights the actions to be taken to increase the services offered. During the launch of the report held in Kinshasa, stakeholders - including the European Union, Belgian Development Cooperation, the UK Department for International Development, the United Nations, civil society organisations and government officials - showed their commitment to Tuinge Watoto 117.

As a result of the assessment study, there is a plan to set up a second call center in Kinshasa, train more counsellors and partners from referral organisations as well as to raise awareness on the importance of the child helpline.

Expert Meetings

In March the Child Helpline Impact Assessment Advisory Council (CHIAAC) met for a two day meeting in Amsterdam to discuss impact evaluations in Uganda and Colombia.

In April the Principles, Standards and Practices (PSP) Task Force met in Amsterdam to discuss the monitoring of quality standard in the child helpline network and the move from self-assessment of quality standards to quality assurance.

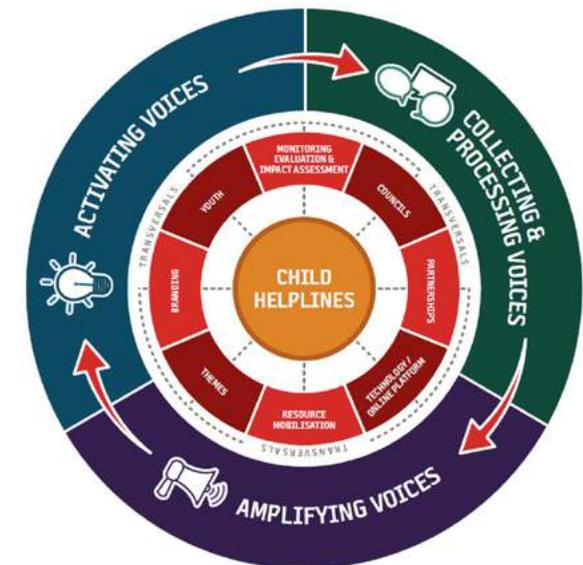
Looking Forward To 2016 And Beyond

Laying The Foundations For The Future Of CHI: Strategy For 2016-2020

A key development in 2015 was the adoption of the strategic objectives that CHI will pursue in the next five-year period. The strategy 2016-2020 builds on our determination to give a voice to children and young people worldwide and through this to empower them to shape the world and realise their rights. Central to the strategy is a commitment to make the world a safer place for children by helping to protect them from violence and by ensuring their voices are used to influence policy, legislation and practice. Through this strategy, Child Helpline International will redefine its position as a leader in child protection system improvement and as an advocate for children's rights.

The strategy for the period 2016-2020 was developed in broad consultation with CHI's members, partners, donors and funders. The collaborative process of shaping the strategy began in 2012 at the International Consultation in Durban, South Africa. Discussions continued at five Regional Consultations in 2013, and in 2014, a preliminary document outlining the strategic direction of the next five-year period was adopted at the General Assembly of Child Helplines. In 2015, the strategy took its final shape and was approved by a quorum of CHI's full members.

Grounded in children's rights principles and working in partnership with our members, the major goals of the strategy are to strengthen our member helplines capacity to protect children and to utilise the unique data set generated by these members to influence and strengthen child protection systems worldwide.



The Child Helpline Virtuous Circle

The achievement of the primary goal - improved child protection systems through developing more robust child helplines - will depend on the achievement of the complementary goals, including:

Goal 1: Developing CHI's programmatic knowledge and expanding our thematic expertise

Goal 2: Improved evidence-based advocacy

Goal 3: Building an effective and sustainable organisation

The infographic above shows the actors and processes involved in the implementation of CHI's strategy and the outputs we expect to achieve in the 2016-2020 strategic period. We envisage a continuous virtuous circle of reinforcing actions and results for the network and for its members, partners, funders and donors.

In 2016, CHI will begin its fourth strategic phase, guided by the strategy paper for 2016-2020 that describes the strategic goals of the next strategic period under the overarching goal of improved child protection systems through more robust child helplines.

We will aim at strengthening our member helplines' capacity to protect children and to utilise the unique data set generated by these members to influence and strengthen child protection systems worldwide. The strategy builds on our determination to give a voice to children and young people worldwide and through this to empower them to shape the world and realise their rights.

In line with the Strategy 2016-2020, CHI will focus on strengthening programmatic knowledge and thematic expertise; evidence based advocacy; and building an effective and sustainable organisation.

Some of CHI's concrete activities in 2016 will comprise:

- **Development of the overall advocacy strategy**
- **Updating the website of the Free our Voices campaign**
- **Mapping of telecoms, European telecom companies meeting and GSMA/CHI meeting**
- **Data collection review and plan for improvements and verification of data**
- **Issuing data-based and advocacy-oriented publications, such as the study on the role of child helplines and the EU data publication (based on 2015 child helpline data)**
- **Reports on impact assessment in Colombia and Uganda**
- **The development of social media guidelines and social media training for 10 European helplines**
- **Review of membership requirements**

Throughout 2016 and in the future, CHI will build upon its achievements to date, including the successful advocacy efforts related to Sustainable Development Goals, particularly regarding the eradication of violence against children. The possibility of simply speaking to someone will remain as important as any action taken on the basis of data and Article 12 of UNCRC will continue to guide our work, but Article 19 on the protection from all forms of violence will become more important for our data and advocacy work.

CHI will conduct international and regional advocacy as well as work with its child helpline members to ensure they are recognised as entry points to child protection. We will work on strengthening the capacity for domestic advocacy, as many child helpline members struggle to translate their data into domestic policy influencing. Indeed, spinning the wheel from the individual child contacting a child helpline to the change and impact on policy will become the main focus of CHI. Our data will be the main driver for this change and hence CHI will need to improve the quality of this data by taking a stronger lead in the process from the collection to the

utilisation of data. CHI will conduct awareness-raising amongst its members about the importance of data, and develop a comprehensive approach to the improvement of the collection, analysis, and use of this data.

We will build upon efforts made in 2015 to develop a knowledge-base on the child helpline intersection with Child Protection Systems (CPS), by expanding the study on the role of child helplines in the European Union. We will distribute the study, including recommendations agreed upon at the European Regional Consultation, to the European members for them to use the findings in their advocacy efforts, and we will work toward expanding the geographical scope of the related mapping of child helplines.

A key opportunity to disseminate knowledge, engage members and build their capacity will be the upcoming International Consultation (IC) in Bangkok, Thailand. Preparations for the IC are ongoing and will be one of CHI's main activities in 2016.

In addition, CHI will continue to strengthen its relations with key players in Dutch civil society and its domestic brand as well as nurture close cooperation with likeminded international agencies and key strategic partners. Many of these actors, such as UNICEF, will be both advocacy targets and advocacy partners.

Given the change in CHI's funding structure that arose with the discontinuation of funding by the Dutch Ministry of Foreign Affairs, the management team will, along with its other activities, lay a strong emphasis on fundraising, both to complement the existing budget for 2016 and to ensure longer-term sustainability.

Part 4 Governance

Governance Of CHI

The governance of CHI currently comprises:

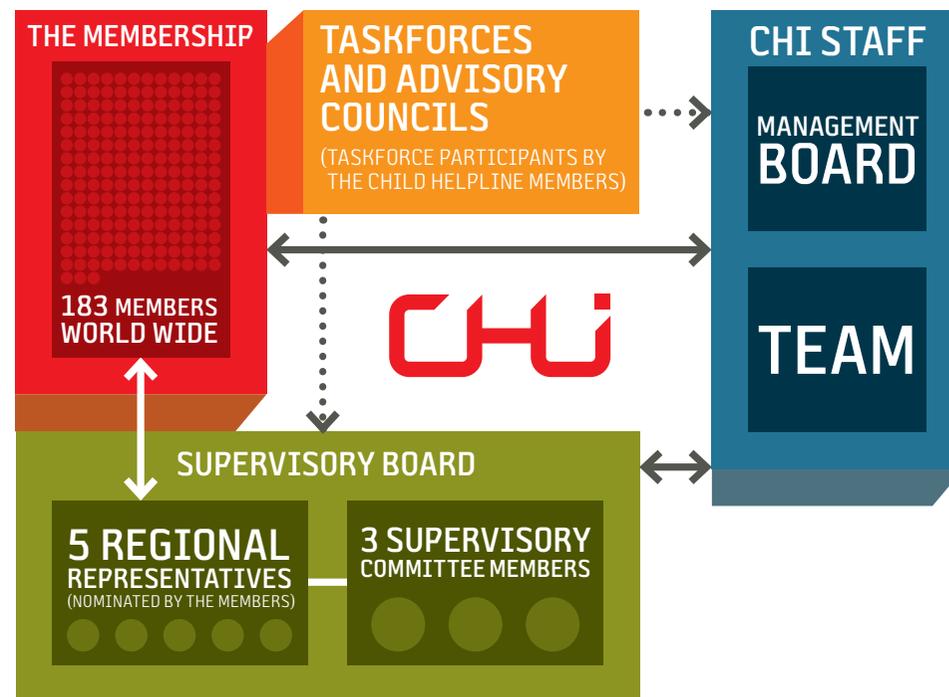
- General Assembly of Child Helplines
- Supervisory Board
- Management Board
- CHI Team

General Assembly Of Child Helplines

The General Assembly of Child Helplines is comprised of CHI's full member child helplines. The General Assembly comes together every two years, or whenever a resolution of such a meeting is necessary or if this is considered desirable by the Management Board or by one or more member child helplines. Each full member has the right to cast one vote.

The General Assembly nominates the Regional Representatives as members of the Supervisory Board as well as the Deputy Regional Representatives, and it ratifies CHI's strategy for three or five-year periods.

The terms and conditions of CHI's governance are laid down in the Statutes and in the By-laws of the CHI (available upon request).



Governance Structure

Supervisory Board

The Supervisory Board consists of five representatives of child helplines operating in the respective regions (i.e. Regional Representatives) and the three-member Supervisory Committee. The Regional Representatives and their deputies are selected by the General Assembly of Child Helplines for a maximum of two consecutive periods of two years.

Members of the Supervisory Board must meet the following requirements:

- **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 Child Helpline International.**
- **Willingness to advise the Management Board at all times.**

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

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

Additionally, the Supervisory Committee performs an appraisal of the Executive Director on an annual basis, and the Regional Representatives are expected to support the co-ordination of the regional activities and the organisation of the Regional and International Consultations. The Deputies support the Regional Representatives and CHI's Programme Managers by facilitating regional advocacy activities and fulfill the Regional Representatives' role in the organisation in the event of a Regional Representative's permanent or temporary absence.

In 2015, The CHI Supervisory Board met twice (in May and December) and discussed the following matters:

- Annual Accounts & Annual Report 2014
- Draft Annual Plan & Budget 2016
- Regional updates on activities
- Adoption of CHI Strategy 2016-2020 by full members
- Revision of CHI membership list
- Revision of membership processes
- Approval of new child helpline members
- Advocacy/Policy and Research update and follow up
- Principles Standards and Practices Taskforce Update
- Child Helpline Impact Assessment Advisory Council Update
- Progress report – Free Our Voices campaign
- Role of Special Advisor
- Regional consultations and follow-up Policy Dialogues 2016 (link with ISPCAN)
- Child helplines in emergencies
- Fundraising update activities 2016+ and link to Fundraising Steering Committee
- CHI Branding
- International Consultation 2016

Management Board

The Management Board consists of the Executive Director, Chief Operating Officer (heading the Operations Team) and two Heads of Departments.

The Management Board is responsible for the management function within CHI. More specifically, the Management Board's responsibilities are:

- To conduct daily activities of the Foundation in accordance with its strategic plan, which normally covers a period of three to five years, and 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.

CHI's Working Groups And Advisory Bodies

Taskforces Or Working Groups

CHI's Management Board relies greatly on the work and advice of 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. In 2015, the Management Board was advised by two global taskforces: the Advocacy Taskforce and the Principles, Standards and Practices Taskforce. In addition, CHI launched the project-based European Advocacy Taskforce whose operations are financially supported by the European Commission.

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. In 2015, the following Advisory Councils operated within CHI: Child Helpline Impact Assessment Advisory Council, New Communications Technologies Advisory Council and Youth Advisory Council. As a part of programmatic activities funded by the European Commission, we also launched the project-based European Youth Advisory Council.

Special Advisor To The Supervisory Board

The Supervisory Board decided to appoint a Special Advisor to the Supervisory Board. The Terms of Reference of Special Advisor(s) will be instituted in 2016. The first of such appointments will be CHI's Founder and former Chair Jeroo Billimoria.

CHI Team

The Management Board leads the CHI team, which consisted of 35 temporary and permanent paid employees (14.23 FTE) and 26 volunteers in 2015. Team members predominantly work from the seat of CHI Foundation in Amsterdam, with representatives (in 2015) in Brussels, Belgium; Amman, Jordan; and Yaoundé, Cameroon. The team is responsible for implementing the strategy and policies adopted by the General Assembly of Child Helplines and the Supervisory Board.

When I work at CHI as a volunteer, no day is the same. One day I'm helping out at a big Gender Equality event, the next day I'm sorting through data that will help visualise children's needs for an international publication. Although these tasks may seem very different they bring the same thing: a sense of purpose. By donating my time to a great cause, I can support the people that work here, freeing up time in their busy days for them to focus on what really matters: making sure that child helplines are working in every corner of the world, so the voices of children in need can be heard, wherever they are.

Charlotte de Vries, volunteer



Who's Who 2015

We thank Everyone For Their Contributions To The Work Of CHI In 2015!

Patron of CHI

Baroness Valerie Howarth

Supervisory Committee

Chair

Kees Peijster

Treasurer

Anita Nijboer

Board member

Professor Jaap Doek

Regional Representatives

Africa

Dumisile Nala (South Africa)

Americas and the Caribbean

Alejandro Lopez Sole (Uruguay)

Asia Pacific

Ilya Smirnoff (Thailand)

Europe

Erik Ott (The Netherlands)

Middle East and North Africa

Tahani Almajhed (Saudi Arabia)

Deputy Regional Representatives

Africa	Aissatou Barry (Guinea)
Americas and the Caribbean	Alisa Simon (Canada)
Asia-Pacific	Zia Ahmed Awan (Pakistan) Zulfiya Baisakova (Kazakhstan)
Europe	Rasmus Kjeldahl (Denmark)
Middle East and North Africa	Afaf Marri (United Arab Emirates)

Disclosure

Posts outside of CHI that were held by the Supervisory Board members in 2015:

- Kees Peijster: Chief Legal Counsel at Anthos Swiss AG.
- Anita Nijboer: is a Tax Lawyer at PwC NL.
- Jaap Doek: holds various posts that are listed at jaapedoek.nl
- Regional Representatives and their deputies are Executive Directors or Managers of child helplines in the five different regions where CHI operates.

Management Board

Executive Director (until 30 June)	Nenita La Rose (1.0 FTE)
Executive Director a.i. (as of 4 May)	Sheila Donovan (0.8 FTE)
Chief Operating Officer	Helen Mason (0.8 FTE)
Head of Policy and Research	Thomas Mueller (1 FTE)
Head of Programme Development for Freddy (until 30 June)	Freddy Austli (1.0 FTE)
Acting Head of Programme Development (as of 1 July)	Magdalena Aguilar (1.0 FTE)

Principles, Standards and Practices Taskforce:

Florence Nkuwa (Zambia)
Virginia Gohr (USA)
PH Wong (Malaysia)
Catalina Florea (Romani)
Ola Omari (Jordan)

Advocacy Taskforce

The Global Advocacy Task Force
Made up of Deputy Regional Representatives

European Advocacy Taskforce (project based)

Hana Hrpka (Croatia)
Rasmus Kjeldhal (Denmark)
Andrey Makhanko (Belarus)
Caroline Price (UK)

New Communication Technologies Advisory Council

Chris Clark (ITU)
Jalal Daibes (Sawa, Palestine)
Jenny Jones (GSMA)
Jorik Korenromp (online media consultant)
Lakshmanan Manickam (TechnoBrain)
Gordon Vance (National Runaway Safeline, USA)

Child Helpline Impact Assessment Advisory Council

Trina Natasja Sindahl (Denmark)

Erik Ott (The Netherlands)

Sherif Shady (Egypt)

Irene Nyamu (Kenya)

Youth Advisory Council

Jasminejit Kaur (Malaysia)

Faith Zumazuma (Malawi)

Teryn Heckers (USA)

Evans Munga (Kenya)

Kiran Patel (New Zealand)

Tsoojbayar Gantumur (Mongolia)

European Youth Advisory Council (project based)

Lucija Fusic (Croatia)

Sara Brari (Albania)

Jos van Gijzen (Netherlands)

Eleftherios Dafermos (Greece)

CHI Team: Employees And Consultants

Operations

Human Resources and

Operations Officer

Indra Biseswar

Monitoring and Evaluation Officer

Ann-Murray Brown

Events Coordinator

Luke Newell

Finance Officer (until March)

Jonathan Mateyo

Finance Officer (from June)

Ernest Beattie

Policy And Research

Policy and Research Coordinator

Marieke Noz

Free our Voices Campaign

Coordinator (until July)

Stine Gaba Philipsen

Free our Voices Campaign

Coordinator (from July)

Raluca Dumitrescu

Youth Advisory Council Coordinator

Denitsa Gancheva

EC Coordinator

Margherita Leone

Social Media and Digital

Visualisation Officer

Devi Luna Adamo

Data Project Coordinator

Johan Martens

Data Analyst (from July)

Velia Licitra

Publications Coordinator

Neva Nahtigal

Research Officer /

Policy and Partnerships Coordinator

(until July)

Kate Buljanovic

Marketing and Communications

Officer

Bryony Stentiford

Programmes

Programme Manager – Francophone Africa	Richard Ombono
Programme Manager – Anglophone and Lusophone Africa	Alice Kubo
Programme Manager – Asia-Pacific	Rowena Ricalde
Programme Manager – Americas and the Caribbean (until August)	Magdalena Aguilar
Programme Manager – Americas and the Caribbean (from Sept.)	Angela Solano Doncel
Programme Manager – MENA	Yasmin Rabah
Programme Manager – Europe (until July)	Jane Hannon
Programme Manager – Europe (from July)	Dushica Naumovska
Temporary Programme Manager – Anglophone and Lusophone Africa (from Aug.)	Aletta Jansen
ASK Programme Coordinator	Michelle Ortiz

CHI Team: Volunteers

Operations

Christina Burchia
Elliot Cole
Arianna Giammalva
Mary Healy
Miguel Perez Lorenzo

Larae Malooly
Sara Lee Mitchell
Zuleikha Mohammad
Luke Newell
Valentina Stoica
Miracle Uche

Policy And Research

Velia Licitra
Irene Nyamu
Stine Gaba Philipsen
Joyce Oghogho Robert-Orhue
Abeer Safi
Yutin Tan
Ozge Tigli
Charlotte de Vries

Programmes

Macarena Baeza
Maria Dudarenko
Cai Jun Ji
Zhanell B. Kossabayeva
Amrit Lamichhane
So Young Nam

All Departments

Sandrine Basin (translator)

Looking Forward To 2016 And Beyond

CHI Is Committed In Fact And In Deed To The Highest Standards Of Accountability To Its Stakeholders, Including Donors, Members And Funders. Our Accountability Statement Can Be Found [Here](#).

Insights On Human Resources Policies

CHI has an extensive Employee Manual that describes its Human Resource Policies in detail. New Employees are given a copy of this manual upon their start date of work in the organisation. The policies laid down in this manual are in line with Dutch labour laws and cover a wide range of labour related issues among which are the employee terms and conditions, a Complaints Policy, Working from Home Policy and leave policies. All these policies are regularly updated in accordance to changes in the labour law in the Netherlands.

Recent updates to CHI's Employee Manual in 2015 include the changes in the labour law, which came into effect in 2015. Some of these are: no more probation period in contracts under six months, number of fixed term contracts have a maximum timespan of two years, frequency of contract amendments requests from employees, notification of termination and severance transition budget.

The Supervisory Board decides on the salary and all benefits of the Executive Director. In its decision on the salary level of the Executive Director, the Supervisory Board is guided by the "The Code Wijffels" and other NGO salary principles in the Netherlands. In 2015, the salary of the Executive Director was € 95,829 euros. The salaries of the other members of the Management Board are well below DG norm as described in the "The Code Wijffels". The salaries of the CHI team are decided by the Management Board and based on industry standards.

In May 2015, the Supervisory Board appointed a new Executive Director, Sheila Donovan, following the departure of Nenita La Rose. Sheila's involvement with children's rights and issues began in 2007, when she joined Fundación ANAR of Spain in a pro bono capacity to lead its international relationships. ANAR runs the 116111 child helpline in Spain as well as the 116000 Missing Children hotline. Sheila also served on the Supervisory Board of Child Helpline International for four years (2010-2014), and currently serves on the Board of Directors of Missing Children Europe (since 2013).

Financial Lessons Learnt And Financial Risk Management At CHI

In 2015, CHI submitted its Annual Report 2014 to the [Dutch Transparency Prize](#) for the fifth time. As in previous years, we have received valuable feedback, much of which can be incorporated into our accounting and reporting practices.

In terms of risk management, CHI has developed well-functioning internal financial controls which suit its size and operational modalities. These are monitored on an annual basis and improvements are made as and when necessary. Occasionally, CHI is at risk from currency fluctuations when transferring monies overseas for payments and should monitor this in the case of large payments for Regional and International Consultations.

However, in 2015 CHI also further developed its policy towards Fraud Risk and Anti-Corruption. A new Fraud Risk and Anti-Corruption policy has been adopted by the Management Board and added to the existing CHI Employee Manual.

Summarised Annual Accounts 2015

**These Are The Summarised Version Of Stichting
Child Helpline International's Annual Accounts 2015
For The Year Ending On 31 December 2015.**

For A copy of the full Annual Accounts 2015 please email info@childhelplineinternational.com.

Balance Sheet As Of December 31, 2015 (After Appropriation Of Net Result)

	December 31, 2015		December 31, 2014	
Assets				
Tangible fixed assets				
Current Assets				
Receivables	150,293		77,645	
Cash at banks and in hand	243,287		424,924	
		393,580		502,569
		393,580		502,569
Liabilities				
Capital				
Freely disposable capital	152,109		200,966	
Tied-up capital				
		152,109		200,966
Current Liabilities		241,471		301,603
		393,580		502,569

Statement Of Income And Expenditure In 2015 (€)

Income	2015	2015 (budget unaudited)	2014
Income from own fundraising	258.373	247.500	494.504
Governmental grants	1.660.077	1.853.585	1.702.304
Membership Fees	11.851	-	12.390
Intrest income	4.816	-	4.692
Gifts and donations	21.710	-	28.592
Total income	1.956.827	2.101.085	2.242.482
Spent on purpose			
<i>Objective 1 - Provide adequate services to child helplines</i>			
direct cost	559.099	543.195	705.059
indirect costs	584,381	660,234	488,983
	1,143,480	1,203,429	1,194,042
<i>Objective 2 - Working with the telecommunications sector</i>			
direct cost	75,761	94,525	231,826
indirect costs	79,558	89,884	89,666
	155,319	184,409	321,492
<i>Objective 3 - Strengthening national child protection systems</i>			
direct cost	123,852	243,169	181,606
indirect costs	280,727	317,165	326,757
	404,579	560,334	508,363
Operational and administrative expenses	282,577	130,413	148,419
Own fundraising costs	19,730	22,500	18,417
Total spent on purpose	2,005,685	2,101,085	2,190,734
Result for the year to date	(48,857)	-	51,748

Notes To The Balance Sheet And Statement Of Income And Expenditure

General Information About CHI

Child Helpline International is the global network of 183 members in 142 countries (as of 2015), which together received nearly 14 million contacts in 2014 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. CHI 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.

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

CHI is a registered non-profit Foundation (Stichting) registered in the Netherlands (2003).

CHI's financial year coincides with the calendar year.

Activities

CHI's strategic goals for 2011-2015 are:

1. Providing adequate services to child helplines in all stages of development.
2. Working with the communications sector to ensure that children can access Child Helplines, through their preferred means of communication, whether using traditional or contemporary technologies.
3. Strengthening national child protection systems by improving data collection and use and advocating before key decision makers.

Principles Of Valuation Of Assets And Liabilities

General

The Annual Accounts 2015 are prepared in accordance to the accounting principles generally accepted in the Netherlands. The Dutch accounting guideline RJ 650 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, CHI has expensed all purchases at cost.

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.

Notes To The Balance Sheet

Tangible Fixed Assets

Furniture and computers

In the past, furniture and computers comprised of mainly hardware and some furniture items for the operation of CHI. As of 2012, CHI expensed all purchases at cost. There will be no further additions.

Receivables

	31-12-2015	31-12-2014
Prepaid rent and deposit	10,272	10,272
Grants to receive	72,496	41,035
Other receivables	67,525	26,338
	150,293	77,645

Cash At Banks And In Hand

Cash At Banks And In Hand (in €)

	31-12-2015	31-12-2014
Deposit ABN AMRO Bank	198,848	389,626
Current accounts ABN AMRO Bank	43,385	34,911
Cash in hand (incl. Cheques)	1,054	387
	243,287	424,924

Cash at banks and in hand are available upon demand.

Capital (in €)

	2015	2014
January 1	200,966	149,217
Net result	-48,857	51,749
December 31	152,109	200,966
	51,749	
Of which:		
Freely disposable capital (continuity reserve)	152,109	200,906
Tied-up capital	0	0
	152,109	200,906

Continuity Reserve:

CHI 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, CHI aims to create a continuity reserve to cover operational and programme costs for a period of six months. CHI 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 2015, 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: No tied-up capital is reported in 2015 but in the case that tied-up capital is reported in any given year, CHI's policy is that this funding will be carried forward for the concerned activities as specified and agreed with CHI's donors.

Current Liabilities (In €)

	31-12-2015	31-12-2014
Received in advance	108,609	153,214
Social security costs and wage tax	27,453	28,647
Holiday pay and days	34,484	30,989
Other liabilities (short-term creditors)	70,925	88,753
	241,471	301,603

Contingencies And Commitments

Long term financial obligations

The annual amount of rental commitments in respect of buildings amounts to € 45,200 per year. However, in June 2016, CHI will end the current rental agreement. At time of writing, CHI has not made any other commitment.

Notes To The Statement Of Income And Expenditure

Governmental Grants And Income From Other Fundraising (In €)

	2015	2014
Income from own fundraising:		
Contributions in kind (barter deals)	27,045	149,342
The OAK Foundation	81,619	112,038
C & A	115,278	145,203
Other Donations	21,710	64,296
KPMG UK	34,431	52,217
Total	280,083	523,096
Governmental grants		
DGIS MFS II	1,204,848	1,343,473
European Commission - Daphne III Programme	237,346	146,418
ASK Programme	217,883	212,413
Total	1,660,077	1,702,304

The European Commission funding requires CHI to co-finance its award on a contractual basis; CHI met this requirement in 2014 which was 20.1% of the total project budget. During the year an amount of € 27,045 (2014: € 149,342) has been received as in-kind donations (barter deals or services performed in-kind). The specification reads:

Organisation	Amount (€)	Donation/ Description
Jazi Foundation	3,000	15 hours charity donation
De Brauw*	24,045	Legal advice
	27,045	

*This support was made possible as CHI's Secretary to the Supervisory Board, Kees Peijster is a former member of De Brauw's managing committee.

Donations

	2015	2014
During the year, the following donations have been received		
Gifts and online donations	21,710	28,592
	21,710	28,592

Direct Expenditure

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

1. Providing Adequate Services To Child Helplines In All Stages Of Development:

- Conducting trainings, peer to peer exchanges, convening International/Regional Consultations, conducting multi-stakeholder meetings, producing child helpline specific manuals, convening task-forces and monitoring child helpline standards.

2. Working With The Communications Sector To Ensure That Children Can Access Child Helplines, Through Their Preferred Means Of Communication, Whether Using Traditional Or Contemporary Technologies:

- Lobbying for toll-free numbers, strengthening strategic partnership with the telecommunications sector and with governments.

3. Strengthening National Child Protection Systems By Improving Data Collection And Use And Advocating Before Key Decision Makers:

- Attending relevant conferences, collecting, analyzing and publishing data and mapping of child protection systems.

Costs Allocation

CHI is a network organisation which raises money to cover the costs of serving its global membership of Child Helplines. This is reflected in CHI's output model where all costs are allocated to the three project purposes. Additionally, since 2011 CHI also monitors time spent on specific target countries under the MFS II contract operated

in coalition with Dutch Partners; PLAN Netherlands (Girl Power Programme) and War Child Holland (Conn@ct.Now).

The calculations are made by recording the time spent by all team members on each activity.

	Allocation on purpose (result)			total
	1	2	3	
	62%	8%	30%	100%
Salaries and Wages (incl Social sec. costs)	443.696	60.405	213.144	717.245
Staff development	7.745	1.054	3.721	12.520
Accommodation	34.894	4.751	16.763	56.408
Running costs (Stationary, printing etc)	17.912	2.439	8.604	28.955
Running costs (communication)	8.037	1.094	3.861	12.992
Governance costs (board)	-	-	-	-
Governance costs(consultancy and accountancy)	36.633	4.987	17.598	59.218
MFS II Coordination costs	14.190	1.932	6.817	22.939
Other operating expenses	20.260	2.758	9.732	32.750
Interest expense/ Bank charges	1.014	138	487	1.639
	584.381	79.558	280.727	944.666
Total budgetted costs	660.234	89.884	317.165	1.067.283

The costs of the remuneration (salary, social security costs, pension and health insurance contribution and other agreed costs) of the departing Executive Director (FTE 1.0) (between January-June 2015) amounted to € 122,676 in 2015.

The costs and fees of the Executive Director, ad interim (FTE 0.8) (From May - December 2015) amounted to € 78,307

The average number of employees during the year 2015 was 14.23 FTE (2014: 13.66; 2013: 15.72; FTE's and 2012: 15.54 FTE's). This average is derived from the calculation of 3714.50 SVW days (Sociale Verzekeringswetten) divided by 261 (total number of working days per year)*.

The specification of all salary cost for the account of CHI, including salary costs presented as "Operational and administrative expenses" reads:

Gross salary**	747,678
Social Security Costs	107,489
Pension Costs	32,289
Other Costs***	41,185
Total salary costs	928,641

* Source: Verzamelloonstaat 2015

**Includes Health Insurance contribution and other agreed costs of the Executive Director.

***Recruitment, staff travel costs and volunteer travel costs and staff sickness insurance and other sundry costs.

Analysis Of Budget Compared To Realisation; Significant Fluctuations Of 5% In Income And Expenditure Compared To Prior Year.

A) Income

Type	Increase or decrease	Explanation
Income from own fundraising	Decrease in realisation compared to prior year	This primarily due to the large in-kind donation received in 2014 from Wieden and Kennedy for the CHI Free Our Voices campaign.
Governmental Grants	Decrease in realisation compared to budget and prior year.	This amount budgeted is higher than actual realisation due to the fact that CHI had the option to carry a budget to 2016 for the purposes of closing the three MFS II programmes.
Gifts and donations	Decrease when compared to prior year.	CHI received less income than prior year but there is no significant reason.

Expenditure Analysis Of Expenditure Compared To Previous Year; Significant Fluctuations Of 5% Compared To Prior Year.

B) Expenditure

Type	Increase or decrease	Explanation
Objective 1	Decrease in direct expenditure compared to prior year.	The budget in 2014 was larger due to carry over amounts unspent in 2013 that were expensed in 2014.
Objective 1	Increase in indirect expenditure compared to prior year.	Due to emphasis placed upon the closing of the three MFSII programmes CHI spent more staff time on working on the activities in the 17 MFSII target countries.
Objective 2	Decrease in expenditure on direct costs compared to prior year.	This is due to an in-kind donation from Weiden & Kennedy in 2014 - Amount €137,048.
Objective 2	Decrease in expenditure on indirect costs compared to prior year.	The decrease relates to less staff time been dedicated to the Free Our Voices Campaign in 2015 than in 2014.
Objective 3	Decrease in expenditure on direct costs compared to prior year.	Primarily this relates to the investment in data collection processes. This was overhauled in 2014 and therefore more funds were expensed in 2014 in this area when compared to 2015
Objective 3	Decrease in expenditure on indirect costs compared to prior year.	Primarily this relates to the investment in data collection processes. This was overhauled in 2014 and therefore more staff time was utilised in this area in 2014 when compared to 2015
Operational and administrative expenses	Increase in costs compared to prior year.	Increase was due to more expenditure at the Supervisory Board meetings where the entire sessions was carried out in two languages (English and Spanish), therefore incurring costs of simultaneous translations. Additionally, CHI agreed a package of severance for the outgoing Executive Director, expensed via its free reserve.

Variance Analysis Of The Budget Compared To Realisation Significant Fluctuations Of 5% Compared To Budget.

Cost item	Less spent than budgeted or more spent than budgeted.	Explanation
Objective 2: Direct costs	Less	CHI delayed planned expenditure related to the CHI Free Our Voices Campaign to 2016. This is funded by C&A, where grant cycle ends in May each year.
Objective 3: Direct costs	Less	CHI carried out to design and layout of its publications in house rather than by contracting externally. Some activities, such as rebranding of CHI have been moved to 2016.
Objective 3: Indirect costs	Less	Increase support by CHI's volunteers, especially in area of data collection.
Operational and administrative expenses	More	Increase was due to more expenditure at the Supervisory Board meetings where the entire sessions was carried out in two languages (English and Spanish), therefore incurring costs of simultaneous translations. Additionally, CHI agreed a package of severance for the outgoing Executive Director, expensed via its free reserve.
Own fundraising costs	Less	CHI managed its fundraising costs effectively and where possible linked the necessary travel for donor and partner meetings to other planned activities.

NB: In-kind donations and membership fees are not included in the annual budgeting process. In-kind donations are excluded in the budgeting process but the value of the donations is included in CHI's income statement as amounts received. Income from membership fees is allocated to CHI's continuity reserve. All unspent amounts from 2015 are carried to 2016 with the agreement of donors and partners.

Operational And Administrative Costs (page 59)

This specification is related to funding received from The Dutch Ministry of Foreign Affairs (2011-2015). This funding stipulates that a maximum of 10% of budgeted income is allocated for organisational costs. In CHI's case this is specified as the costs of audit, governance and the salary of the Executive Director.

The calculations are made by recording the time spent by all team members on each activity.

Statement Of Income And Expenditure In 2015 (page 59)

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

	2015	budget	2014
A) Percentage spent on goals (spent on goals/total income received)	87 %	93 %	90 %
B) Percentage spent on goals (spent on goals/total costs)	85 %	93 %	92 %
C) Percentage own fundraising costs (costs fundraising/income own fundraising)	8 %	9 %	2 %

Other Information

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*.

The result appropriation is as follows:

Continuity Reserve	€ (48,857)
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This result appropriation is processed accordingly in the financial statements.

Independent Auditors' Report

Deloitte.

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Independent auditor's report

To the Supervisory Board of Stichting Child Helpline International

The accompanying summarized annual accounts, which comprise the balance sheet as at December 31, 2015, the statement of income and expenditure 2015 and related notes, are derived from the audited annual accounts of Stichting Child Helpline International for the year ended December 31, 2015.

We expressed an unqualified audit opinion on those annual accounts in our report dated May 19, 2016. Those annual accounts, and the summarized annual accounts, do not reflect the effects of events that occurred subsequent to the date of our report on those annual accounts. The summarized annual accounts do not contain all the disclosures required by the Dutch Accounting Standard 650 "Fundraising organizations". Reading the summarized annual accounts, therefore, is not a substitute for reading the audited annual accounts of Stichting Child Helpline International.

Management's responsibility

Management is responsible for the preparation of a summary of the audited annual accounts on the bases described in the principles of valuation of assets and liabilities and the determination of results.

Auditor's responsibility

Our responsibility is to express an opinion on the summarized annual accounts 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 summarized annual accounts derived from the audited annual accounts of Stichting Child Helpline International; for the year ended December 31, 2015 are consistent, in all material respects, with those annual accounts, in accordance with the principles of valuation of assets and liabilities and the determination of results.

Amsterdam, July 11, 2016

Deloitte Accountants B.V.

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

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