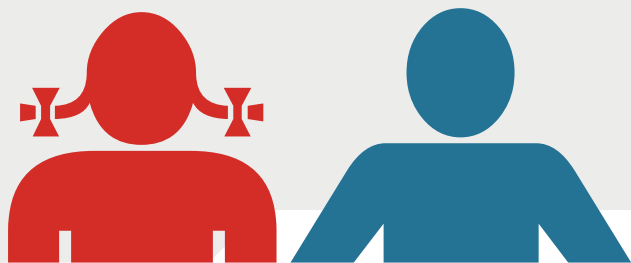


ANNUAL REPORT

2014



GIVING A VOICE TO CHILDREN AND YOUNG PEOPLE WORLDWIDE

Thanks

CHI would like to thank all those who work tirelessly to support our efforts to ensure that children and young people worldwide have access to help and support, wherever and whenever they need it.

Without our invaluable members, partners, supporters, volunteers and countless dedicated individuals worldwide, we would not be able to accomplish all that we do. CHI would also like to express our heartfelt appreciation for all of the child helpline staff members and volunteers across our network, who make themselves available to children day and night. Thank you all for working so hard to protect children from harm and ensure that their voices are heard.

CHI is proud to be supported by the organisations listed below, which make our work possible:

Supporting partners:

De Brauw Blackstone Westbroek, Microsoft BV, Royal Joh. Enschede BV, Intel BV, Technobrain, Wieden & Kennedy

Enabling partners:

C&A, Dutch Ministry of Foreign Affairs (BuZa), European Commission (With financial support from the "Rights, Equality and Citizenship 2014-2020" Programme of the European Union), KPMG LLP, OAK Foundation, UPC Broadband. Free Press Unlimited (funded by Post-code Loterij)



Table of Contents

Chair's Statement.....	3	Americas & the Caribbean.....	37
Executive Director's Statement.....	4	Asia Pacific.....	39
How to Read this Report.....	5	Europe.....	41
About: Our Objectives and Values.....	6	Middle East and North Africa.....	43
The Global Network of Child Helplines Membership as of December 2014.....	9	Partnerships.....	46
Reflections on 2014.....	15	Communications.....	47
CHI's Seventh International Consultation.....	18	Organisations Complementing Each Other.....	50
Global Campaign Launch – Free Our Voices.....	21	Resource Mobilisation.....	52
External Conferences / Stakeholder Meetings & Partnership Building.....	24	Accountability and Learning.....	54
Memoranda of Understanding.....	28	CHI Accountability Statement.....	58
Publications.....	27	Looking Forward to 2015 at Child Helpline International.....	59
Other Activities in 2014.....	31	Our Organisation.....	60
Current Challenges.....	33	Meet the CHI Team!.....	67
Update from the Regions.....	34	Financial Summary 2014.....	69
Africa.....	35	Summary of 2014 Annual Accounts.....	70
		Independent Auditors' Report.....	83

Chair's Statement



As the new Chair of Child Helpline International, stepping into the shoes of our former chair and founder, the pioneering Jeroo Billimoria, it is with pride that I look back on 2014 and all that CHI achieved. CHI has developed into an impactful organisation since it was founded, and this was emphasised even further as it stepped confidently into its second decade.

The Seventh International Consultation (IC) in London in October was a great confirmation of the global reach and influence CHI has garnered since its establishment, with every corner of the globe being represented during the jam-packed three day conference.

In addition, it was humbling to realise how many voices of children across the world still go unheard, something CHI is trying to address through its new global campaign #freeourvoices, launched to great approval during the IC. CHI strongly believes that the voices of children and young people have to be heard, and this campaign is aimed at major stakeholders across the world, to encourage them to prioritise children's rights, especially in the post-2015 agenda.

Looking forward to 2015, it will be an exciting year, as we bring to a close our three partnerships from the previous 5 years, and consider how CHI will shape itself to respond to the changing face of the child protection landscape, and to continue to work to bring child helplines together in the years to come. One thing however is certain, we will continue to lobby on behalf of our members and work towards ensuring that every child's rights are met.

Kees Peijster
Chair, CHI Supervisory Board

Executive Director's Statement



For Child Helpline International, 2014 was a busy year. We built on our tenth anniversary, expanding our global network to encompass 192 members in 145 countries.

We were fortunate to meet many of these members, both old and new, at our seventh biennial International Consultation (IC) held in London from 29 – 31 October 2014, which was attended by over 300 members and partners from across the network. We were able to reflect not only on our last 10 years, but also present our strategic direction for 2016-2020 and beyond.

We also established a new partnership with the GSMA during 2014, signed a Memorandum of Understanding, and cemented our work with our other

partners across the world, from the African Union, the Organisation of American States, Association of South East Nations (ASEAN), League of Arab States, South Asian Association for Region Cooperation (SAARC) and many other regional and international bodies. CHI was pleased to be able to host representatives from many of these organisations during our IC, and at other important stakeholder meetings throughout the year.

We continued to lobby on behalf of children and young people, ensuring that the 140million voices of children who have contacted child helplines since 2003 continue to be heard. We also presented our third edition of the *Violence Against Children* report on the 25th Anniversary of the Convention of the Rights of the Child, in New York, on Universal Children's day. In addition, we were able to demonstrate that references to child helplines in concluding observations from the Committee on the Rights of the Child (CRC), had a direct impact on actual establishment of new helplines, and a real improvement in provision from existing helplines. Such recommendations are influenced by the submission of alternative reports by CHI to the committee, and we have made over 180 such submissions since 2003.

We are proud of all the progress that has been made over the past decade, and are now looking forward to our continued evolution, a time which will be potentially challenging but exciting as we continue to develop our strategy through 2015 and beyond.

Nenita La Rose Lont
Executive Director

How to Read this Report

This report is separated into sections which address different aspects of CHI in 2014.

- The first section gives a brief introduction to CHI, who we are, what we do, and where we work. It also includes a brief overview of activities and achievements for 2014.
- The following section is a short summary of each region and headline achievements for 2014 within each region.
- The final narrative section contains more detail about the way in which CHI works, our partnerships, governance structure and operating principals, policies and procedures.
- Following this narrative section are the annual accounts for 2014, containing a statement of affairs and legal accounting requirements.

We hope that this clarification will make the report easier to follow.

About: Our Objectives and Values



Child Helpline International (CHI) is the global network of 192 child helplines in 145 countries (as of November 2014, see map p9), which together receive over 14 million contacts a year from children and young people in need of care and protection. CHI supports the creation and strengthening of national free-of-cost child helplines worldwide, and uses child helpline data and knowledge to highlight gaps in child protection systems and advocate for the rights of children.

Child Helplines: Listening to children

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 helpline counsellors actively listen to children, who wish to express their concerns, and link children to resources and emergency assistance when needed. 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 helplines provide children with their fundamental right to be heard, as outlined in the United Nations Convention on the Rights of the Child (UNCRC), and also play a key role in shaping, strengthening and filling in the gaps of existing national child protection systems.

Often, child helplines are a young person's first point of contact with child protection services and the most trusted and accessible gateway for them to find help.

CHI exists because child helplines around the world need a platform to share learning and knowledge. CHI provides this platform.

About: Our Objectives and Values



CHI: Working with Telecoms

To make child helplines available to children and young people at all times, CHI works on widening their reach by advocating for free-of-cost, short telephone numbers. This enables children to call child helplines without paying for the telephone call and takes the financial burden off the child helpline, which in some cases has to pay the telephone bill.

CHI: Ensuring children's voices are heard

Child helplines are in the unique position of being privy to children's true voices, as they themselves choose to express them. Realising the potential of this wealth of information, CHI collects data from all of its member child helplines worldwide on the numbers and nature of contacts they receive (See [p29](#) for more details on data). CHI uses this data to advocate globally for children and their rights, as set down in the UN CRC, and to help pave the way to consolidating and strengthening national child protection systems.

CHI: Our approach

CHI employs a multi-stakeholder approach, 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. In addition, CHI works to offer opportunities for all members and partners to enhance their services through workshops, trainings, peer-exchanges and other vital platforms for knowledge sharing. Finally, CHI taps into the data and information available across the network to advocate and lobby before key decision and policy makers to help strengthen national child protection systems and ensure children's rights.

About: Our Objectives and Values

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

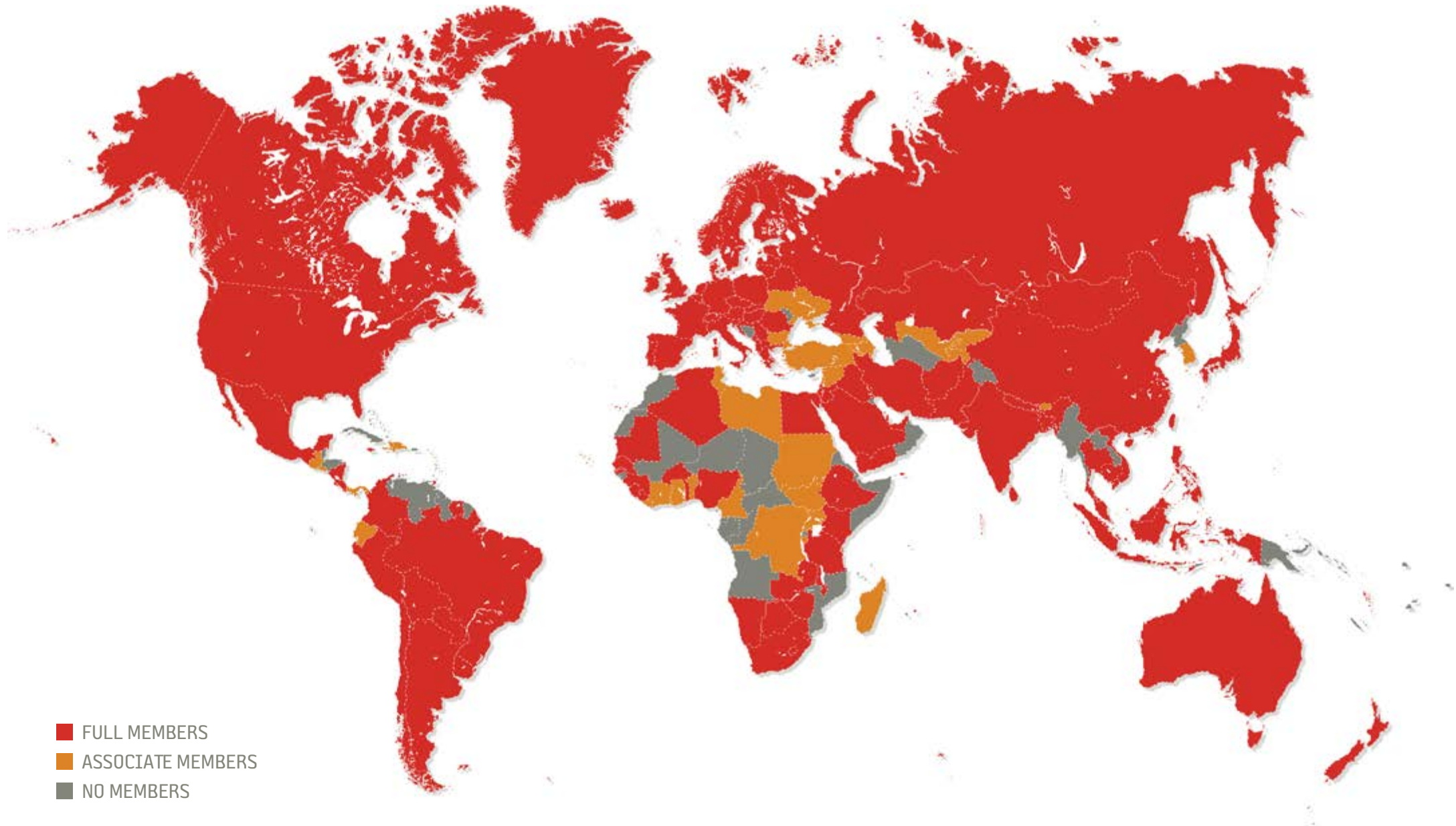
Mission

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

Objectives 2011-2015

- Providing child helplines in all stages of development with services;
- Work with the communications sector to ensure that children can access child helplines, through their preferred means of communication, whether using traditional or contemporary technologies;
- Working to strengthen national child protection systems by using child helpline data to advocate before key decision makers.

The Global Network of Child Helplines Membership as of December 2014



The Global Network of Child Helplines Membership as of December 2014

In Total, CHI Works in 145 Countries:

Africa

Full Members

Botswana	■ Childline Botswana
Burkina Faso	■ Ligne verte 116 (<i>Direction Générale de L'Encadrement et de la Protection d L'Enfant et de L'Adolescent -Ministère de L'Action Sociale et de la Solidarité Nationale</i>)
Ethiopia	■ Enhancing Child Focused Activities - (ECFA) HIWOT
Gambia	■ Child and Environmental Development Association - (CEDAG)
Guinee Conakry	■ AGUIAS
Kenya	■ Childline Kenya
Lesotho	■ Childline Lesotho
Madagascar	■ Direction de la Police Judiciaire
Malawi	■ Association Serasera Fanantenana
Mauritania	■ Tithandizane Child Helpline/YONECO Malawi
Mauritius	■ AMSME
Mozambique	■ Halley Movement
Namibia	■ Lihna Fala Crianca
Nigeria	■ LifeLine/ChildLine Namibia
Senegal	■ Human Development Initiatives - HDI
Sierra Leone	■ Centre GINDDI
South Africa	■ Childhelp Sierra Leone
Swaziland	■ Don Bosco Fambul
	■ Childline South Africa
	■ SWAGAA
	■ Ministry of Education Toll-Free Line

Tanzania
Togo

- National Child Helpline Tanzania (CHL)
- CROPESDI (*Centre de Référence, d'Orientation et de prise en charge des Enfants en Situation Difficile*)
- Ministry of Gender, Labour and Social Development
- Uganda Child Rights NGO Network - UCRNN
- Lifeline/Childline Zambia
- Childline Zimbabwe

Uganda

Zambia
Zimbabwe

Associate Members

Benin

- Ushahidi-Plan Benin
- OCPM

Burundi

- Ministère de la Solidarité Nationale, des Droits de le 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*)

Ghana

- African Movement for the Protection of Child Abuse & Neglect - (AMPCAN)

Liberia

- Ministry of Gender and Development

South Sudan

- Ministry of Gender, Child, Social Welfare, Humanitarian Affairs and Disaster.

The Global Network of Child Helplines Membership as of December 2014

Americas & Caribbean

Full Members

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 ■ Fundación ANAR Chile
Colombia	■ Corpolatin ■ Línea 106 Bogotá ■ ICBF
Costa Rica	■ Línea Cuenta Conmigo ■ Línea 1147
Curaçao	■ Kindersbescherming Curaçao
Jamaica	■ Children's Coalition of Jamaica
Mexico	■ Casa Alianza ■ ANAR
Nicaragua	■ Línea 133
Paraguay	■ Fono Ayuda
Peru	■ ANAR Perú
St. Martin	■ Positive Connection
Suriname	■ KJT

Trinidad, Tobago
Uruguay
USA

- ChildLine
- Línea Azul
- 2nd Floor Youth Helpline
- Boys Town
- California Youth Crisis Line
- Child Abuse Hotline
- Crisis Text Line
- MAYS
- National Runaway Safeline
- Polaris Project
- Stop it Now!
- Trevor Project

Associate Members

Antigua, Barbuda	■ Friends Hotline
Dominican Rep.	■ INDESUI
Ecuador	■ CNNA
El Salvador	■ Teléfono Amigo
Guatemala	■ Procuraduría de Derechos Humanos
Haiti	■ Jurimedia
Panama	■ Tú Línea 147
St. Kitts and Nevis	■ The Ripple Institute

The Global Network of Child Helplines Membership as of December 2014

Asia-Pacific

Full Members

- 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 / Balaga 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)
- Nepal** ■ Close Talk, Child line 123 / Municipal Authority for Children (MAC)
- New Zealand** ■ Child Helpline 1098 / Child Workers in Nepal (CWIN) Concerned Centre
- Nepal** ■ Kidsline / Lifeline Auckland
- Nepal** ■ Youthline (0800 37 66 33)
- Nepal** ■ 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

Taiwan Province of China

- Lama Sarana / Don Bosco

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

Associate Members

Bhutan

- National Commission for Women and Children
- Child Protection Hotline (1577-1391 or 129) / Child Protection Hotline (NCPA)
- Youth Hotline 1388 / Korea Youth Counselling Institute (KYCI)

Korea (South)

Kyrgyzstan

- Child Rights Defenders League (CRDF)

Tajikistan

- Childline Tajikistan / Child Rights Center

Uzbekistan

- SOS Children's Villages / Children & Families Support Association of Uzbekistan

The Global Network of Child Helplines Membership as of December 2014

Europe

Full Members

Albania	■ Child Rights CA
Austria	■ Rat Auf Draht 147
Belarus	■ Smorgon Society Information centre on children and Human Rights Education
	■ Pominane
Belgium	■ Ecoute d'Enfants (EdE)
	■ Kinder- en Jongerentelefoon (KJT)
Croatia	■ Hrabritelefon
Czech Republic	■ Safetyline
Denmark	■ Bornsvilkar
Estonia	■ Lapsemure
Finland	■ Mannerheim League for child welfare
France	■ Allo Enfants En Danger 119
Germany	■ Nummer Gegen Kummer
Greece	■ Smile Of The Child
	■ Helpline Connection
Hungary	■ Kek Vonal
Iceland	■ Red Cross 1717
Ireland	■ ISPCC Childline
Israel	■ Natal Hotline
	■ ERAN
Italy	■ Telefono Azzurro
Latvia	■ Children Youth Trust Phone
	■ Hotline 8006008
Lithuania	■ Vaiku Linija
Luxembourg	■ Kanner Jugendtelefon
Macedonia	■ First Children's Embassy
Montenegro	■ NGO Children First
Netherlands	■ De Kindertelefoon

Norway

- Alarm Center
- Red Cross

Poland

- Nobody's Children Foundation - Helpline.org.pl
- Nobody's Children Foundation - 116111

Portugal

- SOS Crianca

Romania

- Asociata Telefonul Copilului

Russia

- NFPCC

Serbia

- SOS Childline

Slovakia

- LDI

Slovenia

- TOM

Spain

- Fundación Anar

Sweden

- BRIS

Switzerland

- Pro juventute 147

UK

- Childline/NSPCC
- Get Connected
- Muslim Youth
- Runaway Helpline

Associate Members

Armenia

- Child Rights Orientation Centre

Azerbaijan

- Reliable Future NGO

Bulgaria

- Animus Association

Georgia

- Public Health and Medicine Development Fund of Georgia

Liechtenstein

- Sorgentelefon Kinder und Jugendliche

Malta

- Support Line 179

- SOS Malta

Turkey

- Association for Solidarity with The Freedom- Deprived Juvenile

Ukraine

- La Strada

The Global Network of Child Helplines Membership as of December 2014

MENA

Full Members

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 Abu Dhabi	■ Social Support Centre
U.A.E. Dubai	■ Dubai Foundation for Women and Children
Yemen	■ Arab Human Rights Foundation

Associate Members

Lebanon	■ Higher Council for Childhood
	■ Naba'a
Libya	■ Libyan Association for Child Rights
Sudan	■ National Council for Children Welfare
Syria	■ Mobaderoon
Tunisia	■ Tunisian Association for Child Rights

Reflections on 2014

2014 – Our achievements at a glance

In 2014 CHI moved into its second decade and continued to expand its network, whilst also strengthening the members through various programmes, initiatives and networking.
Here are our achievements:

- 01 Global campaign launch – Free Our Voices
- 01 Toll free number launched
- 01 **International Consultation**
- 01 MoU signed between CHI and a strategic partner
- 02 Launches of new child helplines
- 03 Publications presenting data from child helplines
- 07 **New child helpline members**
- 08 Peer-exchanges between child helpline members
- 11 Brainstorm/Stakeholders meetings
- 16 Trainings for child helplines members
- 21 Conferences attended by CHI and its members



Reflections on 2014

CHI – 2014, a Year in Review

Child Helpline International works at the global level to lobby and advocate on behalf of child helplines across the globe, offering greater insights and understanding within the policy and legislative sphere about the impact and difference child helplines can make in the lives of children and young people.

In 2014, such activities continued at the international level where we engaged with politicians, policy makers, telecommunications companies and other stakeholders, to highlight the importance of child helplines within the context of child and youth support services. In this way, whilst CHI continued to build the network, strengthen existing members, advocate for free-of-charge phone lines, and provide members with advice on adopting new communication technologies; we also continued to showcase CHI as one of the top organisations with knowledge about the needs of children and young people, and the ability to share their voices at all levels to influence policy.

Our activities in 2014 encompassed; attending and speaking at conferences, hosting our own International Consultation, and producing reports focusing on the issues facing children and youth in the world today.

The key event in the calendar from 2014 however, was, without doubt, our seventh International Consultation which was hosted in London in

conjunction with ChildLine UK / NSPCC on the theme of “Empowering Children and Young People through Technology”. It was attended by over 300 members and partners from around the globe and hosted in London.

A full report and evaluation by the IC attendees can be found on our website:

<http://www.childhelplineinternational.org/international-consultation-2014/report/>

“Governments should acknowledge child helplines as fundamental child protection mechanisms essential to prevention, detection and empowerment against abuse, violence, neglect and exploitation of children and young people”

CHI Recommendation

Reflections on 2014



Nenita La Rose launches CHI's review of CRC Recommendations

*"accessible and sensitive
child helplines are essential aspects
of child protection systems"*

*Maud de Boer- Buquicchio, UN Special Rapporteur on
the Sale of Children, Child Prostitution and Child Pornography*



CHIACC members

*'277 million calls
answered by CHI globally
over the past 10 years...
but... how can we answer
questions when their
voices aren't heard?'*

Kiran Patel, CHI Youth Advisory Council



CHI Staff

*'today almost
1.2 billion children
need protection...
we are responding
to 10% of the problem'*

Jeroo Billimoria, CHI Founder



CHI International Consultation visits Childline UK

*'technology is having a
massive impact on child helplines and
the services they offer'*

Peter Wanless , CEO, NSPCC/Childline



SRHR Training, Amsterdam

CHI's Seventh International Consultation

Our Seventh International Consultation (IC), built upon the decisions and resolutions made at previous gatherings, not least with the simultaneous global launch of our joint campaign, Free Our Voices. This campaign marked a significant step forward for CHI and our member network, as we joined together to ensure that each and every child from around the world who needs help, has the ability to access it.

The IC took place in London from the 29-31 October at the Guoman Tower Hotel, next to the iconic Tower Bridge and Tower of London.

Day one was dedicated to members, with regional meetings, the general assembly, and the election of new regional and taskforce representatives.

The following two days were attended by both members, partners and invited guests.

Plenary session speakers over these two days included: Peter Wanless, CEO of NSPCC Childline; John Thorneycroft, MD of Commercial Marketing and Online at BT; CHI's patron The Baroness Valerie Howarth of Breckland OBE; Maud de Boer- Buquicchio, UN Special Rapporteur on the Sale of Children, Child Prostitution and Child Pornography; Jerroo Billimoria, Founder of Child Helpline International, Simon Milner – Facebook Policy Director, UK; John Carr OBE, Secretary for the UK Children's Charities Coalition on Internet Safety; and Ambassador Inas S. Mekawy – Head of Women, Family and Childhood Department in the League of Arab States.

A large variety of topics were discussed both during the plenary and parallel sessions and also during the Marketplace where members and partners were introduced to various aspects of CHI, from governance to social media.

In addition, NSPCC/ChildLine, organised a field trip encompassing a visit to the BT Tower and speech by Paul Phillips, Head of Operations for the Child Exploitation and Online Protection of the National Crime Agency (CEOP), along with a tour around Childline offices. Whilst visiting Childline delegates were able to see the helpline in action, and received information about the way in which Childline works to maintain confidentiality whilst simultaneously working with child protection systems in the UK to prevent abuse and violence.

An absolute highlight of the whole event though was the networking dinner sponsored by BT, which took place at the Science Museum, in amongst the new BT exhibit, and which was attended by Esther Rantzen, patron of ChildLine.

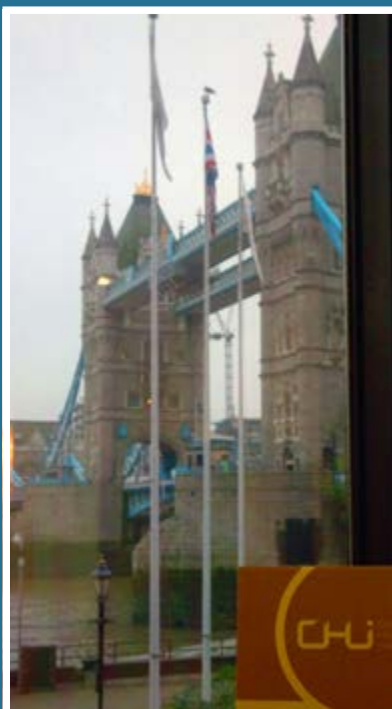
You can see a highlights video from the IC here: https://www.youtube.com/watch?v=qqOb_Zcandc

The IC was evaluated as being very successful, with good opportunities for networking and knowledge enhancement over the three days. CHI is proud that the International Consultation was deemed a success, and that not only our members were able to attend, but also key decision-makers like government ministers, civil society and the private sector. This ensured that not only were the voices of children and young people

CHI's Seventh International Consultation

heard, but that child helplines were recognised as an integral part of Child Protection Systems. CHI was also delighted to have had young people attending as part of a shadow conference, and to have given them the opportunity to feedback to the main assembly on the Final Day.

The IC was an exciting event that marked the beginning of the next chapter in CHI history, as we entered our second decade. We look forward to meeting all members and partners again at the next IC, which will take place in 2016 in a yet to be determined location.



All pictures from the International Consultation by: Alby Ball, www.picturedearth.co.uk

CHI's Seventh International Consultation



All pictures from the International Consultation by: Alby Ball, www.picturedearth.co.uk

Global Campaign Launch – Free Our Voices

2014 also saw the launch of CHI's most important campaign to date – Free Our Voices. A unique petition directed towards governments and telecommunications companies, Free Our Voices asked people to donate their voices as a digital signature, creating a unique 'voiceprint'. The campaign aims to raise awareness of the resources needed to ensure that every child's voice is heard, that all calls to helplines can be answered.

The campaign was launched after the official opening and keynote speeches of the first day's plenary session at the International Consultation by the members of the Youth Advisory Council and was very well received. The campaign is designed to run for 18 months and various activities are planned over its lifetime.



Global Campaign Launch – Free Our Voices



All pictures from the International Consultation by: Alby Ball, www.picturedearth.co.uk

Global Campaign Launch – Free Our Voices



Free our Voices.org

External Conferences / Stakeholder Meetings & Partnership Building

During each year members of CHI staff and regional representatives, attend conferences on behalf of CHI. Conferences are an opportunity to present CHI, its data, and leverage our campaign to ensure every child's voice is heard. We are often asked to not only attend conferences, but also to present in sessions and take part in panel discussions. Such attendance is important as a means to ensure that CHI maintains, and improves, its standing on the world stage.

In February CHI attended the United Nations Economic and Social Council (UNECOSOC) 52nd Session of the Commission for Social Development held in New York. The priority theme was 'Promoting empowerment of people in achieving poverty eradication, social integration and full employment and decent work for all'. CHI also attended a follow-up meeting with the United Nations Special Representative to the Secretary General (UNSRSG) on Violence Against Children, Marta Santos Pais.

We were also present at a bi-annual working meeting of the Child Online Protection group in Geneva in order to position child helplines as important tools in the prevention and protection against online abuse and cyberbullying. As a result of this cooperation CHI was invited to speak at the first African Child Online Protection summit, hosted by the Government of Uganda in Kampala (December 15-17, 2014). CHI used this occasion to position its African membership, particularly those in Medefinancieringsstelstel II (MFS II) priority countries, as important stakeholders in this field.

In a busy March CHI did lobby and advocacy work at the **58th Commission on the Status of Women in New York**. This is the annual gathering of States to address critical issues related to gender equality and women's rights and focused on "Challenges and achievements in the implementation of the Millennium Development Goals for women and girls". CHI secured a side meeting with Minister Ploumen (and other representatives from Buitenlandse Zaken {BuZa}). A short introduction to CHI's work was given followed by a discussion on evidence based advocacy

CHI also took part in the Annual full-day meeting on the **Rights of the Child: Access to Justice for Children** in Geneva. The meeting was dedicated to the international norms and standards on access to justice for children and child-sensitive justice. Submissions were made at several side events (civil society spaces) organised by CIVICUS, Oak Foundation, and others. In addition, during the visit, CHI and International Organisation for Migration (IOM) agreed to sign an MOU for collaboration at the national level, while giving opportunity to CHI to participate in global events.

In Dubai, the **World Telecommunication Development Conference was held**. The objective was to define priorities and to provide direction and guidance for the work programme of the Telecommunication Development Sector (ITU-D) over the next four-year period. CHI helped to achieve a modification to ITU Resolution 67 which now includes: Recognition of the importance of the creation of "innovative applications to make it easier for children to communicate with child online protection helplines", and invites Member States to:

External Conferences / Stakeholder Meetings & Partnership Building

1. "Promote the allocation of a regional telephone number for child online protection"
2. "Work closely with Child Helpline International (CHI) and relevant non-governmental organisations"; and to invite Sector Members to "develop innovative solutions and applications to make it easier for children and young people to communicate and receive vital assistance."

Finally, CHI took part in the **NGO Council on Violence Against Children** in Geneva. The International NGO Council on Violence against Children was established in 2006 to work with NGOs and other partners, including member states, to ensure that the recommendations from the UN Study on Violence against Children are effectively implemented. CHI is a part of the International NGO Council includes representatives from nine international NGOs, including major human rights and humanitarian agencies, as well as nine representatives selected from their regions.

During April, at the invitation of the United Nations Children's Fund (UNICEF) Morocco, and represented by Sawa, Palestine, CHI attended the **Child Protection Conference** that took place in Rabat. The conference aimed at the activation of general policies for child protection, and to identify suitable partnerships between the public sector, private sector, and civil society, to create an environment to implement child protection policies.

We also took part in the **7th Fundamental Rights Platform**, held in Vienna. The meeting particularly focussed on 'Future fundamental rights priorities in the area of freedom, security and justice' and provided a

platform for civil society organisations to discuss their contribution to these priorities. CHI, together with Defense for Children International (DCI), presented on "Creating non-violent Juvenile Justice systems".

In Addis Ababa, Ethiopia, the **23rd Session of the African Committee of Experts on the Rights and Welfare of the Child**, was also in April. The meeting played host to a large number of representative organisations including: ACERWC, UNICEF, UNHCR, Plan, CHI and the EU, to name just a few. Issues and challenges facing the African child were discussed with the CHI representative in the region who advocated before the committee on the importance of child helplines and the need for them to be strengthened or established.

In June, the 24th World Forum of **Investing in Children and Families** took place in Helsinki. CHI's deputy regional representative for Europe took part in the forum. It aimed to promote policies and practices which create a better future for children and families by promoting children's equal access to the services and resources of our societies, and opportunities for welfare, participation and protection. This includes raising awareness of the impact of child helplines and the importance of supporting them.

CHI's Executive Director presented a session on Information and communications technology (ICT's) and access to information, counselling, and reporting mechanisms at the Expert Consultation of **ICT'S and Violence Against Children: Minimizing Risks and Releasing Potential** held in Costa Rica. The consultation gathered experts from around the world who shared their expertise on issues related to

External Conferences / Stakeholder Meetings & Partnership Building

ICT's and Violence Against Children. The meeting was organized by the UN special representative for the secretary general on Violence Against Children, Marta Santos Pais.

In August, as part of its continued work with the Inter-American Telecommunication Commission (CITEL), CHI participated in the **XXIX Meeting of the Conference Preparatory** in Asunción, Paraguay August 5-8.

In addition, in preparation for the 21st Pan American Child Congress held in Brasilia, Brazil in December 2014, CHI participated in an NGO forum held in San Salvador. The meeting included various stakeholders who worked together to produce a paper with recommendations regarding subjects to be discussed at the Congress.

In September, CHI presented the report 'CHI and the CRC: Reviewing 10 years of CRC recommendations on the Right to be Heard', to the **United Nations Committee on the Rights of the Child** in Geneva. It was the first report to demonstrate the importance of alternative reports in contributing to Concluding Observations issued by the Committee on the Rights of the Child. This report evaluates and shows the impact of CHI's work in the strengthening and establishment of child helplines around the world.

In October, the **International Society for the Prevention of Child Abuse and Neglect (ISPCAN)** world conference took place in Nagoya, Japan. It is the only multidisciplinary international non-profit organization that brings together a worldwide cross-section of committed professionals to work

toward the prevention and treatment of child abuse, neglect and exploitation globally. The theme for the XXth ISPCAN International Congress was "Towards child-centered societies: Learn from the past, act for the future."

CHI presented on two subjects: Commercial Exploitation; and Child Helplines in conflict and Disaster Zones.

Most importantly, also in October, was **CHI's Seventh International Consultation of Child Helplines**, held in London. The IC was an opportunity for child helpline members and important stakeholders in the child protection sector to share their knowledge and experience. The consultation offered essential training and workshops on key child helpline and child protection issues. More detail about the IC can be found on page [p18](#).

In November the annual **Child Protection Working Group (CPWG)**, for stakeholders from HQ's and field offices to exchange experiences, took place in Geneva. The CPWG is a global level forum for coordination and collaboration on child protection in humanitarian settings bringing together NGOs, UN agencies, academics and other partners under the shared objective of ensuring more predictable, accountable and effective child protection responses in emergencies.

In Ireland, the Annual meeting of 34 Youth Council was attended by our Youth Advisory Council coordinator as it marked the 25th Anniversary of the UN Convention of the Rights of the Child - **Comhairle na nOg showcase**. The purpose of the event was to present the work and topics each Comhairle has been working on over the

External Conferences / Stakeholder Meetings & Partnership Building

past two years or more, and to showcase this work to relevant decision makers. Ireland has a unique structure of youth councils, and as a result many useful conversations, ideas and advice were exchanged.

In the Americas, we attended the **VI World Congress for the rights of Children and Adolescents** held in Puebla, Mexico under the International Convention on the Rights of the Child, and presented on the importance of helplines for children and adolescents within the region.

In Europe, the **25 Years CRC** conference took place in Leiden. It brought together children's rights academics, professionals, and students from the four corners of the globe, for a two-day programme full of discussion and reflection on the past and future impact of the CRC on topical issues of the children's rights agenda.

In December, CHI attended the final conference in the Americas region along with our regional representative. CHI took part in the **XXI Pan-American Child and Adolescents Congress**, in Brasilia. The theme of the congress was violence against children, under the title: "Childhood: Building Peaceful Environments". CHI had the opportunity to address the Inter-American Children's Institute of the Organization of American States (IINOAS) Council on the importance of child helplines for the prevention of abuse and violence.

Also in December, CHI, presented on two themes at the **African Child Online Protection Summit** hosted in Kampala, Uganda by the Ugandan government.

The conference aimed at providing a platform to discuss challenges and identify solutions related to adopting regional approaches on child online safety in Africa. The event was the first of its kind in Africa and brought together a diverse crowd from different countries. The two themes CHI presented on were: "The role of child helplines in child protection and "The role of industry in Child Online Protection". CHI also used this occasion to position its African membership, particularly those in MFS II priority countries, as important stakeholders in this field.



Americas and Caribbean Representative, Alejandro Lopez Sole, presents at the XXI Pan-American Child Congress in Brasilia, Brazil

Memoranda of Understanding



In order to further improve its work across the world and its impact, CHI actively seeks to develop partnerships and memoranda of understanding with relevant stakeholders. During 2014, one such MoU was signed between the Groupe Speciale Mobile Asociacion (GSMA) and CHI.

The GSMA decided to mark the 25th anniversary of the United Nations Convention on the Rights of the Child (CRC) by forming a partnership with Child Helpline International (CHI) to protect young people and safeguard their right to be heard. The GSMA and CHI signed an agreement that established a roadmap for promoting child helplines across the globe, including measures to strengthen relationships between national mobile operators and their in-country helplines and foster collaboration on issues such as a safer Internet for children.

<http://www.childhelplineinternational.org/media-corner/news/gsma-joins-forces-with-child-helpline-international-to-promote-child-protection-worldwide/>



CHI Publications

A major part of CHI's lobby and advocacy work is enabled via the unparalleled data received from our members, representing 100's of thousands of voices of children across the globe. This data provides us with valuable snap-shots of what issues are most prevalent within different countries, and regions, each year.

In 2014, CHI received data from 107 child helplines in 107 countries. This data was used in three main publications as a tool for evidence based policy making and advocacy.

■ Child Helpline International and the Committee on the Rights of the Child: Reviewing 10 years of CRC Recommendations on the Right to be Heard

Description: Ten years of submitting alternative reports to the Committee on the Rights of the Child (CRC) shows that there is a significant correlation between mentioning a child helpline in the CRC Concluding Observations, and improvements in child helpline services to children, making a tangible difference in children and young people's lives.

Link: ["CHI and the CRC: Reviewing 10 years of CRC recommendations on the Right to be Heard"](#)

Impact and outcome: This Report was presented to the Committee on the Rights of the Child, at Palais Wilson in Geneva. It is the first report to demonstrate the importance of alternative reports in contributing to Concluding Observations issued by the Committee on the Rights of the Child. This report evaluates and shows the impact of CHI's work in strengthening and establishing child helplines around the world.

■ The Voices of Children and Young People

Description: Launched on 29 October in London at the International Conference of Child Helplines. This publication uses Child Helpline International data collected from 126 child helplines in 104 countries during 2012 and 2013, and reveals that children and young people around the world are faced with many challenges.

Link: [The Voices of Children and Young People](#)

Impact and outcome: Very little data exists from children themselves reaching out for help and assistance. The Voices of Children and Young People illustrates, through various topics, the challenges that children and young people face in their daily lives. These findings have a number of implications for policy makers, specifically with regards to developing a strategy that will meet the national and international commitments made to children and young people. This document also provides decision makers and governments with an insight into the situation of children and young people (particularly in Conn@ct.now countries). Notably, strong recommendations are made to governments, encouraging them to support the establishment and strengthening of child helplines.

■ Violence Against Children Report

Description: Millions of children around the world experience abuse and violence. In line with the 25th anniversary on the Convention on The Rights of the Child, CHI is joining other leaders in child rights to ensure that the millions of children across the world who experience abuse and

Publications

violence, are trafficked, exploited, and discriminated against, are not left unseen and unheard.

CHI's third Violence Against Children Report was produced in response to the large numbers of children that contact child helplines as trusted service providers that allow them to speak freely, and have their voices heard, about the different abuse, threats, and violence they are exposed to every day.

Link: [Violence Against Children Report](#)

Impact and outcome: This publication is unique because it shadows Marta Santos Pais (Special Representative of the Secretary-General on Violence against Children (SRSG)) report 'Toward a World Free From Violence – Global survey on violence against children'.

Very little data exists from children reporting different forms of abuse and violence to trustworthy services, and so this document truly reflects the importance of child helplines in the prevention and early intervention of children and young people who are abused, violated, neglected and exploited. This documents also provides decision makers and governments with an insight into the situation of children and young people (particularly in Conn@ct.now countries). Notably, strong recommendations are made to governments, encouraging them to support the establishment and strengthening of child helplines.



Other Activities in 2014

In addition to the activities outlined above, CHI also took part in, and instigated, various other projects across its membership.

We began to push our petition aimed at the UN entitled – “Stand up for Children in need” <https://www.change.org/p/united-nations-stand-up-for-children-in-need>, and will continue to promote this through 2015. We also began fundraising for counsellor training for a new helpline in Gabon which is in the process of being established, and will continue raising money for this through 2015.

CHI were gratified that when “The Global Survey on Violence Against Children” was released at the beginning of 2014, that CHI and the importance of child helplines were mentioned, specifically:

“child helplines play a uniquely supportive role in that they offer confidentiality and support to vulnerable young people in crisis, at times when free access to other services is unavailable”. [Full report here](#)

On May 17 CHI celebrates International Child Helpline Day, which aims to raise awareness on those issues that are relevant for child helplines. CHI produced a press release which was sent to our members around the world. This press release received coverage and attention for our members in various countries across the globe from as far afield as New Zealand and Portugal. We also had reports from our members worldwide telling us how they had marked the day:

In **MENA**, Sudan held an event celebrating the day and defining support for the 9696 helpline, highlighting its role and importance in the protection of children, whilst the Iranian child helpline celebrated an important development in obtaining a new 5 digit number on May 17. Our Palestinian member held an awareness raising day.

In **Americas & Caribbean**, both Peru and Aruba received great TV coverage for their work on May 17, whilst in Costa Rica a lunch with the Executive Director was held for young friends of the helpline.

In **Europe**, Serbia hosted a shopping mall event to raise awareness of their child helplines, whilst other countries leveraged press coverage to give radio and TV interviews.

In 2015 we plan to build on the momentum of this day and encourage our members to use it to their best advantage for positive press about their helplines and to help in their advocacy work.

Other Activities in 2014

From 14-18 July, CHI, in partnership with KPMG, held good governance training in Livingstone, Zambia. The workshop brought together 27 representatives from the CHI network and was facilitated by six KPMG employees from four European countries, namely, Norway, Ireland, UK and Netherlands. The KPMG technical support is part of the ongoing **KPMG BRIGHT Project** that began in 2011. The workshop participants also benefitted from technical support from the Zambia telecom regulatory authority (ZICTA).

Finally, in December, CHI hosted a **Sexual and Reproductive Health Rights (SRHR)** Training in Amsterdam. Members from Africa, Americas and Asia-Pacific attended, representing the ASK, Conn@ct.Now and Girl Power alliances. The workshop focussed on increasing knowledge and explored topics such as sexual health; HIV/AIDS; sexual diversity and other related taboos. Thanks to the great participation and fantastic attitude of the members, the workshop was a great success.



Current Challenges

The major shortfall is that the impact of CHI's regional and global advocacy initiatives are not always readily apparent or easily measured. That is, the value of these efforts sometimes does not translate into immediate results. The tangible outcomes are often achieved in the medium to long term. For example, the achievement of regional toll free numbers are the result of years of lobbying efforts.

However, in 2014 we were able to show a direct correlation between our work and impacts on policy through our report: 'CHI and the CRC: Reviewing 10 years of CRC recommendations on the Right to be Heard'.

The report was the first to demonstrate the importance of alternative reports in contributing to Concluding Observations issues by the Committee on the Rights of the Child. This report evaluated, and showed the impact of CHI's work in the strengthening and establishment of child helplines around the world, where child helplines were more likely to be established, and in a shorter time period if they were mentioned in the concluding observations than if they were not.

Update from the Regions



Anti-Bullying week, Lithuania

Across the world in 2014 our member helplines together answered millions of calls from children and youth in need of care and assistance.

In addition, many undertook awareness raising programmes and training to improve the services offered to young people within their countries.

Over the next pages, we showcase some of the highlights from each region.



Safer Internet day, Brazil



Visit to Childhelp , Sierra Leone



Sudan celebrates May 17



World Children's day celebration, Algeria

Africa

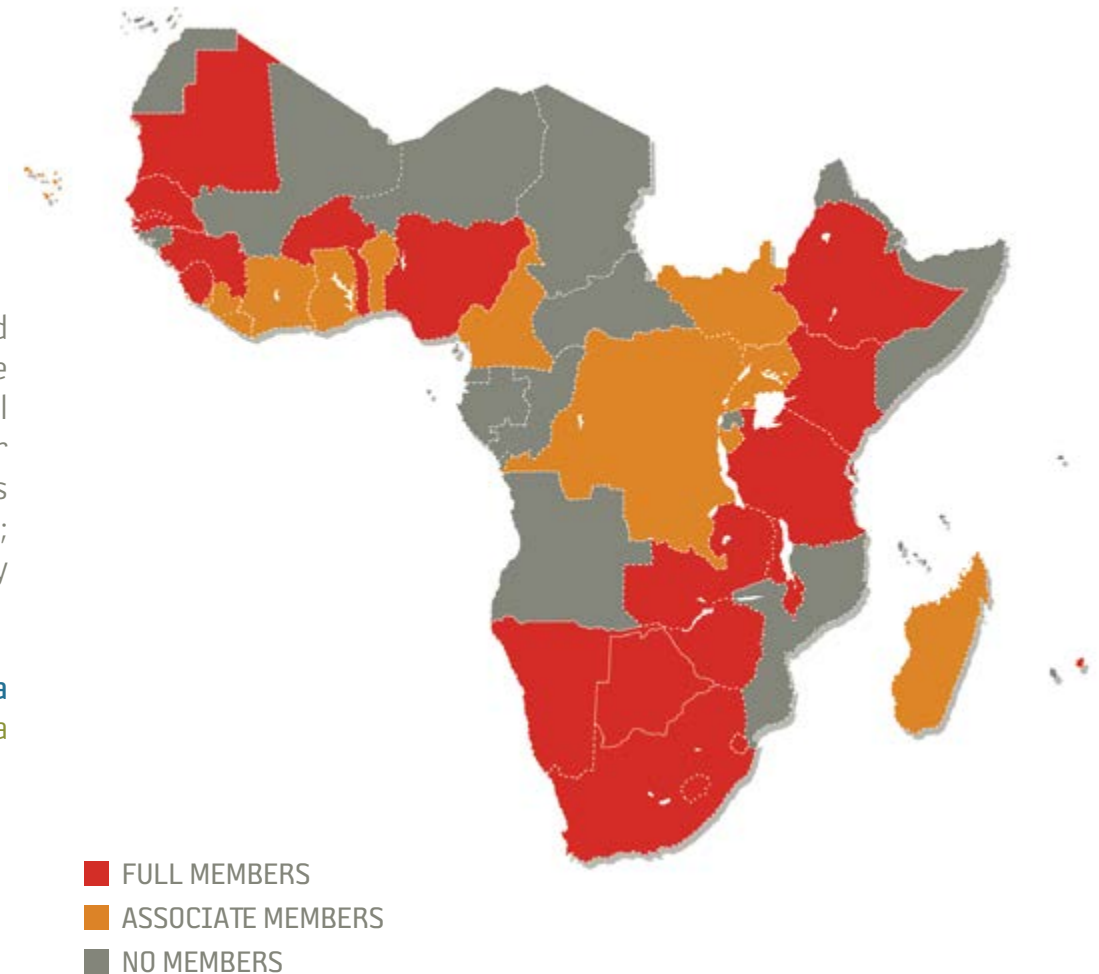
35 members in 32 countries.

CHI works in 32 countries in Africa (as of December 2014)



In 2014, the Africa region celebrated the launch of the DRC and Ghana child helpline services. Other major highlights are the increase in strategic partnerships between our child helplines, our national governments and other child rights and child protection agencies. Our collaboration with the African Union and KPMG has improved our helplines services. I encourage organizations to support the work of child helplines; we need your help to reach more children and young people, especially ones with disabilities and those living in marginalized/remote areas.

Dumisile Nala
Regional Representative for Africa



Africa Highlights:

- Stakeholders meeting held in Zambia in conjunction with Plan Nederland, and also in Benin organised by the Ministry of Family, Plan Benin, and CHI
- Call response training for Ghana facilitated by senior counsellors from Lifeline/Childline Zambia
- Ivory Coast call response training hosted by Centre GINDDI for 25 counsellors
- Good Governance workshop in Zambia, attended by 36 people from 10 African countries, delivered by KPMG Project Bright
- Scale up of Zambia, Ethiopia, Senegal and Uganda's operations
- Brainstorm and stakeholder meetings held in Gabon prior to setting up a child helpline
- Burundi in-country consultant to support setting up child helpline, and stakeholders meeting
- New helpline launched and call response training held in the Democratic Republic of the Congo and Ivory Coast
- Peer exchanges: Burundi – Childline Kenya, Uganda – USA national Runaway
- CHI visited ChildHelp in Sierra Leone, Centre GINDDI in Senegal

Case Study

Africa

Mozambique / Boy (12 y old)

School Related // Drop-Out

Bullying

Physical Health & Healthcare // Access to Healthcare

Psycho Social Mental Health // Physical Appearance

A 12 year old boy dropped out of school because of being bullied about his looks – he has no upper lips and protruding teeth. He refused to listen to people in his family encouraging him to return to school as “everyone at school calls me vampire”. The counsellor spoke with his parents, and suggested they take him to a doctor to see if there was anything that could be done to help him. After speaking with the father, the counsellor spoke to the boy again and consoled him by telling him that there are many different people in the world, but that everyone has to live with their own challenges, staying home will not solve the problem, and he should speak with a teacher at school to help him deal with the bullies. The boy felt supported and returned to school. He still calls the helpline occasionally to talk about things when he needs a supportive listener.

Americas & the Caribbean

39 members in 24 countries.

CHI works in 24 countries in Americas & the Caribbean



2014 saw a continuation of the challenges across the Americas and Caribbean, particularly with relation to child protection.

Our helplines experience a daily increase in the occurrence and reporting of violence against children and adolescents, across the social spectrum, which makes us even more aware of the need to continue to strengthen all possible mechanisms in order to transform the reality in which our children live and grow. We are encouraged by the great efforts made in the region which have transformed the situations of many children and adolescents, and hope to consolidate these positive moves.

In reality, 2014 for the Americas and Caribbean was a culmination of many processes, the start of others, and the continuation of still more. We hope, through continued leadership and commitment, that we will ensure that a better world for our children is possible.

Mag. Alejandro López Sole
Regional Representative for the
Americas and Caribbean



Americas & the Caribbean

Americas & Caribbean Highlights:

- Brainstorm meetings in St Kitts & Nevis and a stakeholder meeting in Colombia
- Issue based trainings in Colombia, Nicaragua and Bolivia
- Work with [CITEL](#) and the Global Movement for Children for a toll-free number and mobile applications
- CITEL (CHI's partner in the Americas and the Caribbean) managed to lobby for the modification of the ITU Resolution 67 which now includes policies specifically related to children
- CHI holds sub-regional training on Gender with IIN-OAS
- CHI participates in IIN-OAS Civil Society Forum
- CHI is now a full member of the Global Movement for Children
- CHI working to create a mobile application for the Americas and the Caribbean together with Comisión Nacional de Comunicaciones (CNC Argentina), BlackBerry Latin America, and Google Americas
- CHI visits Fono Ayuda in Paraguay and also meets with a Paraguayan minister
- CHI published a study in conjunction with Plan ROA on the characterisation and impact of child helplines in the Americas and the Caribbean which was presented at the [25 years CRC Conference](#) and the [VI World Congress for Children and Adolescents](#) (Puebla, Mexico)
- Through CHI's work with GSMA all operators in Costa Rica: Claro, ICE and Telefonica, have agreed to waive phone call costs
- Telefono ANAR Peru hosted a training for CHI's members from Bolivia and Costa Rica
- CHI participated in the [XXI Pan-American Child Congress](#) in Brasilia, Brazil and had the opportunity to address the IIN-OAS Council on the importance of child helplines for the prevention of abuse and violence.

Case Study

Americas & Caribbean

Curaçao / Boy (age unknown)

Sexuality & Sexual Development // Sexual Identity
Psycho Social Mental Health // Lack of confidence
Family Relationships // Child Concerns about Relationship with Parents

A boy called having difficulty with his sexual preferences. He said that he had slept with both girls and boys. He enjoys the relationship with boys more than with girls because he often experienced difficulties during his sexual relations with girls. It seemed that he may be scared of admitting to himself that he feels more attraction to boys instead of girls.

His religious beliefs don't allow for homosexuality and he is afraid that God won't forgive him, and that he will also be rejected by his mother and friends.

The counsellor discussed the issue with him and answered all his questions until he was less confused. She recommended that he took some time to reflect on the issue and be true to himself. He was also told that he was free to call back anytime he felt the need to follow up on his situation. The boy has indicated feeling much more relieved after having talked about the issue and could see things more clearly. He said he's going to take the time to really think it through and be honest with himself about his sexual preferences, and try not to be scared of any choice that he makes.

Asia Pacific

34 members in 29 countries.

CHI works in 29 countries in Asia Pacific (as of December 2014)



2014 was a year of great challenges, but also of some very significant accomplishments for the region. Some of our helpline members had to deal with terrorist attacks and others with the aftermath of natural disasters. The intra-region cooperation between members has also been strengthened further, especially within South Asia through the exemplary work of SAACH (South Asia Association of Child Helplines). There was also great joy in the region with the news about the Nobel Peace Prize being won by Malala Yousafzai from Pakistan (along with co-laureate Kailash Satyarthi from India), who became the youngest-ever Nobel Prize laureate.

Finally, in 2015 the Asia-Pacific region's helplines will continue their invaluable work of safeguarding the rights and protecting well-being of each and every child within our large and diverse region.

Ilya Smirnov
Regional Representative for Asia Pacific



Asia Pacific Regional Highlights:

- Child helpline Cambodia was selected as one of the five finalists in the [Connect Now Innovations Awards](#)
- Peer exchange – Child Helpline Cambodia visits Philippines' Bantay Bata 163, and TeSA 129 from Indonesia visits Madadgaar National Helpline in Pakistan
- CHI representatives visit Vanuatu Youthline, Voice of Children Afghanistan and TESA 129 in Indonesia
- National child helpline launched in Mongolia
- Scale-up of Child Line Sri Lanka 1929
- CHI representative attended a Regional meeting on 'Using Law to Promote Accountability to End Child Marriage' held in Kathmandu, Nepal
- A stakeholder meeting was also held in Nepal
- A peer exchange was hosted by India and attended by Nepal and Zambia
- CHI was involved in the South Asia Coordinating Group (SACG) and South Asia Association of Child Helplines (SAACH)

Case Study

Asia Pacific

Hong Kong / Girl (17 y old) + boy (15 y old)

Family Relationships // Bereavement + New/Blended Family
Abuse & Violence // Physical Abuse + Neglect

The parents of a 17 year old girl and 15 year old boy had died. Both children were living with their paternal grandfather and his girlfriend. However, the grandfather's girlfriend neglected their basic care and hit them.

The girl and the boy were scared and asked their neighbour to seek help for them. The neighbour decided to call a child helpline to ask for advice on finding them somewhere else to live. The child helpline counsellor provided phone support service to the neighbour and explored the children's needs.

The helpline then followed up with the family as the situation was deemed to be an emergency. Upon speaking with the grandfather he agreed that the girl and the boy should live in a residential home and learn independent living skills. The children were subsequently moved from the grandfathers house.

Since then, both of the children have adjusted to their new lives well, and are happy with the arrangement. They see the grandfather during school holidays and their relationship has improved. The children felt supported by the counsellor. They made new friends in their new living environment. As they had no direct contact with the grandfather's girlfriend their emotional situation also improved.

Europe

53 members in 43 countries.

CHI works in 53 countries in Europe (as of December 2014)



In the European Region 2014 was a year of envisioning and consolidation. The European membership looked at where they think CHI should be in 10 years and, using a participatory approach and exercises, expressed their opinion.

The areas of preference were diverse, but the main focus points were on data, quality of membership and on advocacy, especially at the European Parliament, Commission and Council of Europe. A signal achievement was the creation of a part time position at CHI based in Brussels to further the advocacy goals of not only the European members but all CHI members.

Erik Ott
Regional Representative for Europe



- FULL MEMBERS
- ASSOCIATE MEMBERS
- NO MEMBERS

Europe

Regional Highlights for 2014

- CHI visits child helpline in Belaurus
- CHI Brussels regional office set-up, and EC Coordinator appointed
- Relationships maintained and built with with FRA, EC, EU Parliament, Council of Europe and other relevant decision making bodies and NGOs (e.g. Eurochild and Missing Children Europe)
- CHI calls on its EU members to ask MEPs to sign the [Child Rights Manifesto](#) and make the EU a real Child Rights Champion.
- Europe hosts the seventh International Consultation of Child helplines
- 12 videos produced for 12 members showing what happens when you contact their [child helpline](#)

Case Study

Europe

Italy / Girl (16 y old)

- # Abuse & Violence // Physical + Emotional
- # Family Relationships // Child Concerns about Relationship with Parents
- # Psycho Social Mental Health // Fear and Anxiety
- # School Related // Academic Problems

Giada, 16 years old, contacted the Telefono Azzurro chatroom asking for help in a situation of physical abuse and threats from her parents. They had injured her after discovering her love affair with a peer.

She said: "They went on Facebook and saw a picture of me with a classmate of mine. After that, they slapped me, and then I fell to the ground, but they continued to kick me". The next day, the mother beat her again: "she grabbed my hair and kept on pulling". No one was aware of the situation, apart from a few classmates. The Italian teacher asked Giada about her failing grades, but she did not want to give any explanations. The situation was very difficult to face, tension and anxiety causing deep emotional and psychological distress. She reported being unable "to study or sleep", feeling afraid of further violence, and that her parents may take her back to their country of origin. Moreover, she felt a lack of relationship with her parents: "They don't show any love to me...they treat me as if I weren't their daughter".

The counsellor suggested the involvement of Social Services and family court. The girl agreed to this decision and released her personal data, despite the strong fear of possible consequences from her parents if they became aware of her contact with Telefono Azzurro. The counsellor helped calm the girl down, explaining that the social services would be able to take care of the situation and would give her all the protection she needed. Finally, the counsellor and the girl planned a follow-up call. After the conversation with the counsellor, the girl was still a bit worried about possible negative consequences from her parents, but she felt relieved at having found someone who could help her deal with the situation.

Middle East and North Africa

18 members in 15 countries.

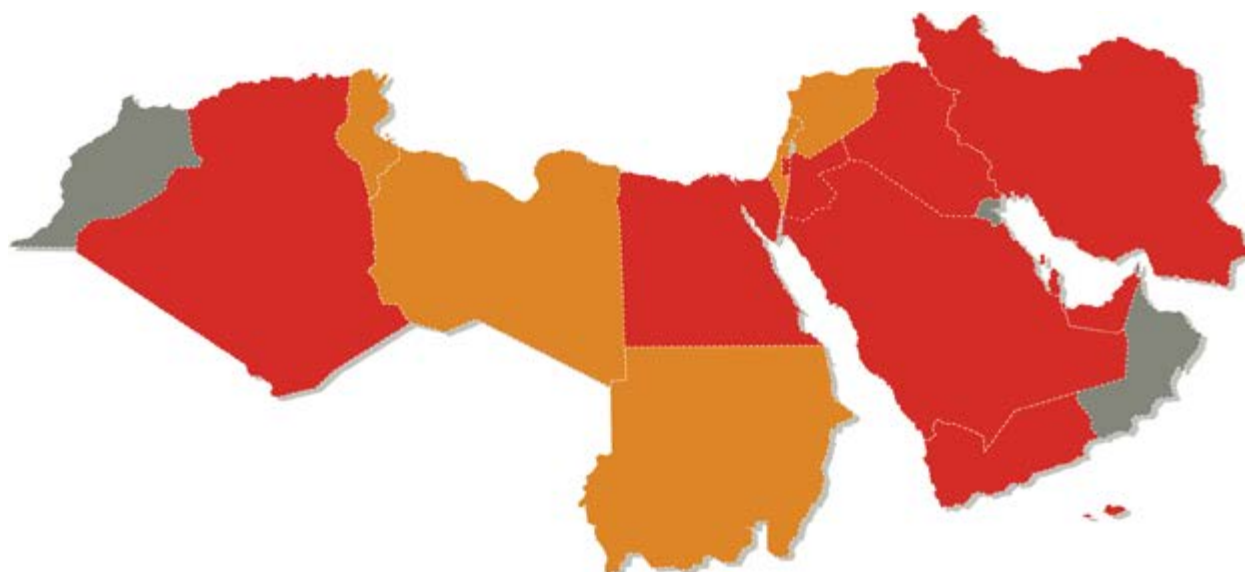
CHI works in 15 countries in Middle East and North Africa (as of December 2014)



2014 was a successful year in the MENA region. The major highlight was an agreement which was signed with the Arab Gulf Program for Development 'AGFUND', a regional development organisation donor.

'AGFUND' works in the field of development at the international level through effective partnership with the development of international, regional, and national organizations, and government agencies, the private sector and civil society. 'AGFUND' has tried, since its inception in 1980, to support and finance projects in a number of developing countries.

Tahani Al Mejhed
MENA Regional Representative



- FULL MEMBERS
- ASSOCIATE MEMBERS
- NO MEMBERS

Middle East and North Africa

Regional Highlights for 2014

- CHI visited Sudan as part of Conn@ct.Now!
- Two trainings were delivered to the Sudanese child helpline by the Palestinian Child Helpline (SAWA)
- CHI visited the League of Arab States to set up an action plan for implementing the MoU signed between CHI and LAS, and agreed to host the 7th Regional Consultation for 2015 in September
- A CHI representative participated in the Moroccan Conference on Child Protection
- CHI hosted members from the network for Sexual and Reproductive Health Rights training in Amsterdam
- CHI met with Ambassador Inas S. Mekkawy, Head of Women, Family and Childhood Department in the League of Arab States, who also addressed the plenary session of the International Consultation in London

MENA

Saudi Arabia / Girl (17 y old)

- # Harmful Traditional Practices // Child Marriage
- # Psycho Social Mental Health // Fear and Anxiety

A girl called the helpline and said that her father wanted to marry her against her will to an elderly 83 year old man. Her father is divorced from her mother, and the girl lives with her father and his wife. The girl reported that relatives and friends of the father had attempted to intervene and change the fathers mind, but to no avail. The helpline decided that after hearing the details of the problem that they needed to urgently intervene and contacted the father.

The helpline communicated directly with him and explained that the marriage would be illegal since it was underage, and also an abuse of parental authority over the girl to marry her off without her consent. After the conversation the marriage was cancelled. The helpline then contacted the girl to let her know the outcome and ask her to contact them again should the father go against his word. The girl felt relieved by the outcome and was able to resume her normal life.

Update from the Regions



Memorandum of Agreement signed in Fiji in advance of a child helpline launch planned for 2015



Antonio Banderas donates photographs "Women in Gold", to be auctioned at a Gala Dinner with Fundacion ANAR, Peru



Antonio Banderas and Barbara Prado, Teléfono ANAR



Safernet, Brazil awarded highest Human Rights award by President of the Republic Dilma Rousseff



Childline Cambodia one of five finalists at the Connect Now Innovations Awards



CHI visits TESA 129, Indonesia

Partnerships

Child Helpline International represents a network of members that work at the national and local level with other organisations to provide care and protection to children and young people. At the regional and global level CHI adopts the same approach of working with partners to disseminate its publications and advocate for change. Over the years CHI has strived hard to strengthen its relationship with existing partners, while engaging with new ones.

Besides advocating with data, CHI also engages with UN agencies and forums to speak about the voices of children and young people. For example, in 2014 CHI presented the report 'CHI and the CRC: Reviewing 10 years of CRC recommendations on the Right to be Heard', to the **United Nations Committee on the Rights of the Child** in Geneva.

CHI also signed an MoU with the GSMA to work towards waiving the costs of phone calls for both callers and helplines from their mobile network operator members.

Challenges in managing partnerships

CHI has established partnerships and working relationships with several key national, regional, and international organizations working on child rights and child protection. These links are helpful in establishing and strengthening child helplines, as well as in our evidence-based advocacy initiatives. However, there are challenges in maintaining these relationships due to various reasons beyond the control of CHI, such as: the change in governance of partner organisations, turnover of the staff collaborating on projects with CHI, and also occasional shifts in priorities of the partnering organisations. Also, the outcome

of joint initiatives with partners depends on the speed at which they deliver and also their focus, which often changes based on their own priorities.



CHI presenting its review of 10 years of CRC recommendations to the UNCRC

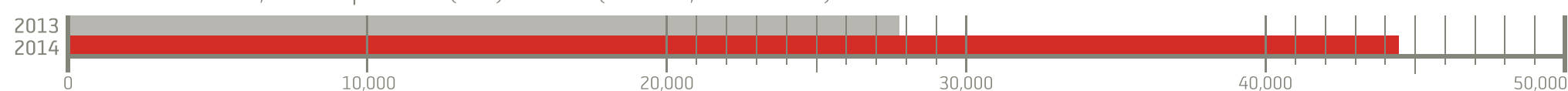
Communications

Communicating with Stakeholders, Members and Supporters - *Reaching out via social media*

CHI harnesses the power of social media to build a support base, share stories and to communicate with stakeholders. In 2014, CHI monitored its outputs via social media and these were the results:

Website

CHI website received 44,566 unique visits (hits) in 2014 (from 27,896 in 2013)



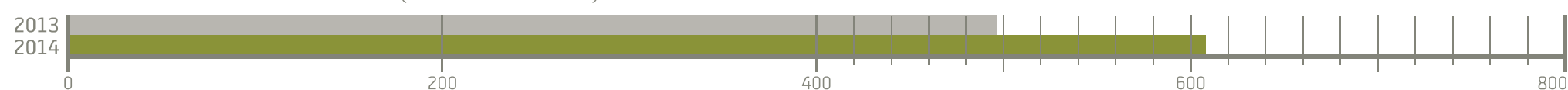
Facebook

Numbers of Facebook likes (fans) increased to 9,348 by the end of 2014 (from 8,764 in 2013)



Twitter

The number of Twitter followers: 644 (from 478 in 2013).



Youtube

CHI had a total of 4,531 views. 7 new videos were uploaded in 2014.



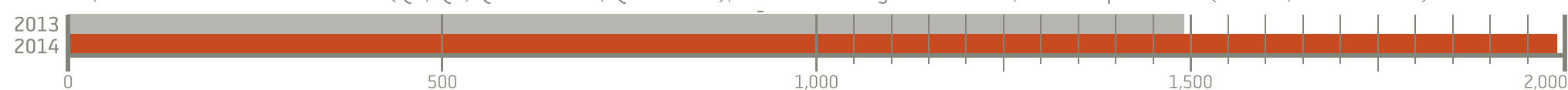
Ning

CHI's Ning social network had a total of 265 members by the end of 2014 (from 225 in 2013)



Newsletter

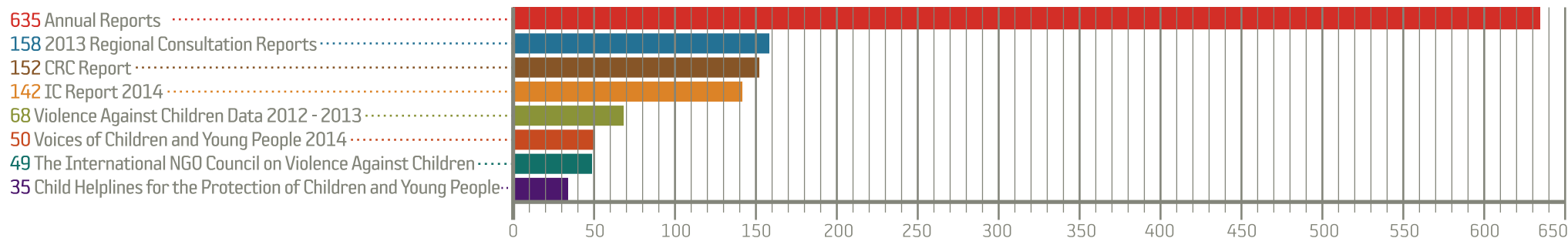
In 2014, CHI sent out 4 newsletters (Q1, Q2, Q3/Summer, Q4/Winter), with an average reach of 1,970 respondents (from 1,479 in 2013)



Communications

Downloads

Total downloads of documents published in 2014:



Linkedin

195 followers (new in 2014)

Free Our Voices

Signature: 1,303

Visits in 2014 : 7,732

Links to CHI's videos and publications can be found here:

- <http://www.childhelplineinternational.org/media-corner/videos/>
- <http://www.childhelplineinternational.org/resources/manuals-toolkits/>
- <http://www.childhelplineinternational.org/resources/reports/>
- The Report for the International Consultation can be found here: <http://www.childhelplineinternational.org/international-consultation-2014/report/>
- The IC Evaluation is here: http://www.childhelplineinternational.org/media/129697/ic_2014_evaluation_report-for_website.pdf

Communications

Internal Communication

CHI has always prided itself as being a transparent organisation, both internally and externally. This ensures accountability to all stakeholders; from the Board and staff, to the membership, donors and other institutional partners.

We have regular meetings with the whole CHI team. These range from the weekly Work In Progress (WIP) and Departmental meetings, to the monthly General Staff meetings, Inter-departmental (ID) meetings and Management Team (MT) Meetings.

A meeting of the Supervisory Board is conducted twice a year. Conference calls are held monthly with CHI's Supervisory Committee and quarterly with CHI's Regional Representatives and taskforce representatives. More information can be found on page 57.

Alongside the meetings, we conduct Annual and Mid-Term Reviews every year. This is for organisational learning and planning.

External Communication

We communicate with the general public, stakeholders and members via a variety of communication methods.

On at least a quarterly basis newsletters which contain information about what CHI has achieved or taken part in over the previous months are sent to our subscriber base. In addition, a newsletter from the Executive Director is sent to members on a quarterly basis. Specific event related newsletters are also produced, for example, in the run-up

to the International Consultation several newsletters were emailed to registered delegates.

CHI maintains an active social media presence, particularly across Facebook and Twitter, where we share breaking news stories and relevant information to our followers, as well as responding to all contacts. Our website contains a news channel and is a significant source of information including publications and member details. The website also contains a contact form which enables the public to get in contact via this channel.

With its members CHI has a dedicated communications portal, NING, which only members can access and there communicate with other helplines, network, and share ideas and best practice.

Organisations Complementing Each Other

In 2010 CHI forged collaborative partnerships with a number of Dutch partners, via the Dutch Ministry of Foreign Affairs' five-year grants programme, the Medefinancierings Stelsel II (known as the 'MFS II' Co-financing Framework). The aim of the Ministry was to encourage like-minded organisations with complementary skills and operational methods to join forces under jointly funded enterprises.

The first programme that CHI is a part of, is called **Girl Power**, and focuses on equal rights and opportunities for girls and young women in ten developing countries through the strengthening of civil society. The second programme is called **Conn@ct.Now** and is designed to reach, support and enable the social activation of children and young people in five fragile states to exercise and claim their rights.

Partners in each of the two alliances are:

■ Child Rights Alliance - Girl Power Programme:

Plan Netherlands, CHI, Defence for Children International & ECPAT, Free Press Unlimited, International Child Development Initiatives (ICDI) and Women Win.

■ Conn@ct.Now Alliance – Conn@ct.Now! Programme:

War Child Holland, CHI, Free Press Unlimited, T-Mobile and Netherlands Organisation for Applied Scientific Research (TNO)

CHI's position in the MFS II alliances

CHI has a unique position in both alliances as it is the only non-donor, membership-based network organisation within the consortia. As a global network with access to singular and unadulterated insights into

the problems and concerns of children, CHI is particularly well suited to actively reinforce and underpin the efforts of both alliances with valuable data and information.

At the same time, CHI is able to incorporate the opportunities these partnerships bring into its ongoing efforts to support local stakeholders working toward the implementation and consolidation of fully operational, national child helplines in every country around the world.

The concerted efforts in the specific target countries of both of the MFS II alliance programmes serve to strengthen the CHI network as a whole by bringing in new partners across the network, enhancing data and information collection to strengthen regional and global advocacy efforts, and creating more opportunities for knowledge sharing and cooperation.

■ Child Rights Alliance (Girl Power Programme)

The Girl Power Programme is active in ten developing countries: Bangladesh, Bolivia, Ethiopia, Ghana, Liberia, Nepal, Nicaragua, Pakistan, Sierra Leone and Zambia.

Girl Power works towards four strategic goals:

1. The reduction of sexual and gender based violence against girls and young women;
2. Increased access to (post) primary education for girls;
3. Increased socio-economic empowerment of girls and young women;
4. Increased social-political empowerment of girls and young women.

Organisations Complementing Each Other

The work of both individual child helplines, and CHI as a whole, is in line with these areas of intervention. Child helplines, through their direct contact with children, work as services for child protection and identify the needs and gaps within the child protection services available.

Within the Girl Power Alliance, child helplines support the efforts of partner organisations in addressing child protection issues, as well as benefitting from improved referral partnering and stakeholder cooperation. Other child helplines in CHI's network can tap into the knowledge gained about gender based violence issues and strengthen their own efforts and referral systems accordingly. CHI's specific objective within the programme is aligned to our general overall strategic goal to support the start-up of child helplines and to strengthen, widen and deepen national child protection services.

■ Conn@ct.Now Alliance

The main focus includes expanding existing activities for children and young people in five programme countries: Burundi, Colombia, South Sudan, Sudan and Uganda.

The specific objectives of Conn@ct.Now are to increase:

1. Protection of children from violence, abuse, and exploitation;
2. Access to (non-)formal, child friendly and quality basic education opportunities for children and young people (including those in remote or unsafe areas);
3. Access to and quality of psychosocial services (safety net) for children and young people.

The expertise and overall objectives of CHI's global network are in line with these programme objectives. Similar to CHI, Conn@ct.Now works with three main strategies: direct services, capacity building and advocacy.

CHI's participation in the Conn@ct.Now programme allows it to contribute to the vast knowledge and experience garnered throughout the network on the core topics outlined above, while learning valuable lessons and best practices from its partners. At the same time, supporting partners Free Press Unlimited, T-Mobile and TNO can help CHI and its members expand their services and abilities, reaching more children in need.

MFSII 2014 Facts and figures:

■ Girl Power Programme

- 3 Peer Exchanges (Ghana to Kenya, Pakistan to Indonesia, Bolivia and Costa Rica to Peru)
- 6 Trainings (SRHR Training in December, Gender mainstreaming training for Bolivia, Call Response training for Ghana, Gender Mainstreaming Training for Nicaragua, Workshop for Pakistan in March, KPMG Governance workshop)
- 1 Country Visits (CHI visits Sierra Leone in April)

■ Conn@ct.Now Programme

- 4 Peer Exchanges (Burundi to Kenya, Uganda to US, Uganda to Zambia, Uganda to Tanzania)
- 5 Trainings (KPMG Good Governance Workshop in Zambia for South Sudan, Data collection training in Sudan, Training of Child Helpline Operating principles in Sudan, Call Response Training in Uganda, KPMG Good Governance Workshop in Zambia for Uganda)
- 1 Brainstorm/Stakeholder (Colombia)
- 1 Country visits (to Sudan)

All the child helplines (with the exception of South Sudan who had visa difficulties) working with the Girl Power Alliance & Conn@ct.Now attended the International Consultation in London in October 2014

Resource Mobilisation

CHI's Resource Mobilisation Strategy:

- To diversify the pool of donors to lessen the dependence on one or more donor large donor(s).
- To raise enough funds to cover its own activities and ongoing sustainability of the secretariat.
- To link child helplines to donors where possible and to advocate for the provision of free-of-cost telephone numbers for child helplines.

Communications with donors

In 2014, CHI communicated with its existing donors via email, newsletters and personal contact.

13 project proposals were submitted to a wide range of funders by the Management Board of CHI. 4 were successful with 3 still ongoing.

In 2014 the total expenditure on Resource Mobilisation was €18,417 (2013: €12,795 and 2012: €7,333).

CHI was awarded the CBF Quality Seal for fundraising organisations in The Netherlands (CBF Keurmerk) again in December 2013. The award of this quality mark is an important achievement for CHI. The accreditation is a general stamp of approval for the way that CHI raises and spends funds and CBF organisation for transparency and good governance. It shows that CHI manages funds in a responsible manner and that all funds are directed towards project purposes with minimal allocations to overhead.

Continuity reserve

CHI wants to ensure sustainability of the organisation so that in case of a funding shortage its operations are not affected. The aim is to build a reserve that could fund six months of operation, however the current reserves are far below that target.

Each year, CHI collects membership fees from its child helpline members. In 2014, the fee was €125 per child helpline member.

Resource Mobilisation

Challenges

CHI has a good track record in funding its programmatic activities but has faced challenges in attracting core operational support. Although there are some donors who support CHI by funding both programmatic and operational costs, in 2015, CHI will continue to seek partnerships with organisations that recognise CHI's unique position as both a secretariat of the Global Network of Child helplines and increasingly as a data bank for child helpline data.

CHI is keenly aware of its historic dependence on one large donor, the Dutch Ministry of Foreign Affairs. This support will come to an end in December 2015. The Management Board, together with the Supervisory Committee, will continue to focus on donor diversification, reaching out to new donors both in the Netherlands and internationally.

Future trends

During the International consultation in London the strategic direction for 2016-2020 was ratified. Within this document future relevant social developments and trends were identified and informed the final content of the strategic direction. Our future strategy beyond 2015 will incorporate a decided gender and youth participation element along with taking the continuing disruptions caused by the economic crisis into consideration. In addition, CHI is aware that ICTs will undoubtedly have a greater impact on child helplines in the coming years as networks continue to mature, and we will ensure that our strategy is able to be nimble enough to respond to local landscapes. More work on the specific strategic goals will take place during 2015 and be summarised in the annual report for that year.

Accountability and Learning

With the rapid and on-going growth of CHI's global network, and ever expanding partnerships and reach, the need for quality accountability standards and transparency for CHI's work has become a core focus of all that we do.

CHI utilises various means to ensure accountability, maintain transparency and encourage organisational learning. To this end, CHI strengthened its Planning, Monitoring and Evaluation (PME) system, convened independent taskforces/advisory councils and entrenched its Accountability Statement as well as its Complaints Policy.

Additionally, as in previous years, in 2014 CHI submitted its Annual Report 2013 to the Dutch based Transparency Prize (De Transparant Prijs). The feedback received from the Prize jury has been very useful for CHI in increasing its transparency; many of the recommendations have been incorporated in this report.

2014 was a year of achievement for CHI. After the fantastic 10th Anniversary year in 2013 we built on our successful regional policy dialogues with the seventh International Consultation. More members, partners and stakeholders attended than ever before, and whilst the official agenda included three days of meetings, satellite events and discussions carried on both before and after. There were also three publications which focused on the different challenges facing children across the world.

The attendees from the IC came from across the globe, and had the opportunity to interact with their peers and take part in

valuable discussions and presentations about all aspects related to child helplines. Over 90% of those who provided feedback rated it 7/10 or above, and the areas which the participants were most satisfied with included the opportunities to network, broker partnerships, and to share best practices and lessons learnt. Learnings from previous IC's had been incorporated into the planning of the 2014 IC and this was reflected in the feedback, however, delegates still felt that the agenda, time management, and logistics could be improved. Despite this, the participants expectations and CHI objectives for the event were achieved overall. CHI will incorporate the feedback from the 2014 when planning future meetings.

Planning, Monitoring and Evaluation

Throughout 2014, Child Helpline International (CHI) executed the activities within its harmonised planning, monitoring, and evaluation (PM&E) system to report on the achievements worldwide. This PME system doesn't only fit accountability purposes, but is the basis for organisational and programme learning. Continuous reflection on our work is important to find success factors and improve on lessons learnt, which will lead to a greater impact within the work that we are doing.

The PME system also entails the conducting of yearly planning exercises, mid-term reviews and annual reviews to see the progress made on our work plans and make changes where necessary.

Additionally, for the purposes of transparency, alongside our internal reviews, an external evaluation of CHI's operations was conducted in

Accountability and Learning

May 2014. The conclusion from the report was that CHI is broadly achieving the aims of its strategy, in relation to its objectives for providing adequate service to child helplines in all stages of development and working with telecommunications sector to ensure free-of-costs access to child helplines for children everywhere.

The results of the evaluation also showed that CHI is making less progress in relation to objective 3, which refers to the strengthening of national child protection systems by improving data collection and use, and advocating before key decision makers.

The recommendation was that CHI should clarify the level of ambition in relation to strengthening child protection systems and define measurable outcomes. Likewise, CHI has demonstrated examples of successful advocacy, but the ability to track influence and outcomes is limited. It was therefore recommended that CHI should make efforts to more systematically track the impact of its advocacy work. Given the limitations of staff resources, this would best be done in collaboration with members, supplemented by specific pieces of research to assess the impact of particular advocacy initiatives.

Apart from the external evaluation, CHI also made great strides assisting the members in conducting impact assessments of their child helpline services.

The Child Helpline Impact Advisory Council (CHIAAC)

The Child Helpline Impact Advisory Council (CHIAAC) was convened with the mandate to build on the existing expertise within CHI's global network, and provide a platform where child helplines around the world gain strength from working together and sharing their experiences, practices and knowledge.

This Council is also the guiding body that supports child helplines with the development of a CHIA strategy with accompanying procedures and tools.

Impact Assessment

The CHIAAC also assists in maintaining certain quality standards in how child impact assessments are conducted. Building on work started in 2010, CHI's Child Impact Assessment Manual was officially launched in 2012 with the aim of providing a theoretical basis for child helplines to begin their own impact assessments locally.

Impact assessments are important for CHI in developing an evidence base for the impact of the work of child helplines on the lives of children and young people. The Child Impact Assessment Manual is seen as a starting point in the process; to take the efforts further, CHI has worked with its membership to identify expertise within the network to come together as the Child Impact Assessment Advisory Council.

Throughout 2014, the CHIAAC updated sections of the Child Impact Assessment Manual and reviewed ten (10) pieces of literature related to child impact assessments. These studies were assessed based their

Accountability and Learning

content, methodology used, and results of the finding for possible inclusion in a database. This database was also developed by the CHIAAC as a repository to store examples of good impact assessments for the rest of the network to access.

The CHIAAC made a short summary of the studies that were of the most relevance to child helplines that wish to undertake a child impact assessment. The summaries allow organisations to quickly assess the utility of a particular study for their own impact assessment. The summaries were also uploaded to the online database that serves as repository for organisations.

The online database was also regularly updated by the CHIAAC with practical documents that child helplines can use in their assessments. These documents include: standardised data collection tools, such as the 'Strength and Difficulty Questionnaire' (SDQ), and intake forms currently being used by child helplines around the world. The CHIAAC also made several revisions and amendments to the Child Impact Assessment manual. This is to ensure that the manual remains relevant, dynamic, and captures the most innovative methodologies and approaches for conducting impact assessments.

There are also plans underway to translate some of the most useful pieces of literature from English into Arabic. This is in order to make the studies more widely available. In 2014, the CHIAAC also discussed live testing the Child Impact Assessment manual with an actual child helpline. As such, several organisations were approached and invited to be part of this pilot study in 2015.

PSP Taskforce

The Principles, Standards and Practises Taskforce is another means through which CHI maintains the quality and integrity of the network. The PSP Taskforce is the group responsible for monitoring the outcomes of CHI's Principles, Standards and Assessment Tool. This tool monitors the achievement of the optimal principles, and their associated standards, and completing it is also one of the three essential membership criteria.

Throughout the course of 2014, the PSP taskforce met twice (April and October) to review the annual reports of child helplines (Document based evidence review), to assess the submission rate of the PSA and the fulfilment of other membership criteria, and consider a re-organisation of the PSA Tool. The major outcomes of the PSP Taskforce meetings were that, globally, child helplines requested assistance with the following:

1. Fundraising
2. Monitoring and Evaluation
3. Development of contingency plans to remain operational in case of technical or infrastructural failures
4. Strategising ways to encourage increased child participation in the operations of the child helpline (especially "difficult to reach children/marginalised children")
5. Creation and implementation of plans to remain operational in case of a financial crisis or emergency situation
6. Improvement in the free-of-cost access for all children, at all times, through all communication methods

Accountability and Learning

7. Creation and implementation of proper evaluation strategies
8. The provision of services using new technologies common among children
9. Creation and implementation of proper child participation strategies that protect the rights of children.

The PSP Task Force recommended to the CHI Secretariat that a training be organised every year on Fundraising/ Resource Mobilisation (this is as a direct result of this issue recurring on the PSAs every year).

New PSP taskforce members were appointed for a 2 year term during the International Consultation in London.

The Youth Advisory Council

The Youth Advisory Council (YAC) began as an idea stemming from CHI's and its child helpline members' commitment to listening to the voices of children and young people worldwide (see Durban resolutions). In its effort to become a truly youth led organization by 2020, CHI has set the goal of engaging even more with children and young people in the shaping and steering of its strategy and activities.

The idea of CHI launching a Youth Advisory Council was born during the Supervisory Meeting discussions in April 2011. Following this, additional research on the topic was conducted by the Secretariat and the idea was again revisited at the International Consultation in Durban in 2012. It was then approved that CHI would increase its

focus on child participation, focus more on children and young people, and listen to their voices worldwide.

Following these resolutions, during both the International and Regional Consultations in 2012/13, a Terms of Reference for the future Youth Advisory Council was devised and approved, and the recruitment process began.

A Youth Advisory Council Coordinator was appointed and carried out the fine-tuning of the YAC members requirements; the geographical distribution of the openings, and, together with CHI's Executive Director, chose the pilot 7 international Youth Advisory Council members in June 2014.

The newly selected 7 members were appointed for a one-year long term and used the time from June to October 2014 to get to know each other, and decide on the direction that they would follow during their term.

At the end of October 2014, CHI's Youth Advisory Council was officially and successfully launched during the International Consultation in London. There they were an integral part in the Free Our Voices launch campaign, and carried out presentations on important topics during the parallel sessions.

CHI Accountability Statement

In 2012, CHI produced an Accountability Statement as a result of a request from the Dutch body charged with independent accreditation of fundraising organisations: Central Bureau Fondswerving. CHI was awarded the quality seal from the Central Bureau Fondswerving in December 2012.

The Accountability Statement details CHI's policies and procedures relating to the following aspects of the organisation:

- Governance
- Monitoring and evaluation
- Organisational structure
- Financial management
- Development of strategy
- Planning processes
- Communications with members and other stakeholders

For example:

- Policies include not showing identifiable faces of children in our publications due to issues related to fundraising, confidentiality and anonymity.
- CHI aims to mitigate its environmental impact as much as possible by asking email recipients to refrain from unnecessary printing, maintaining a paper recycling bin, working electronically and storing files in the cloud, to empowering staff to work from home so reducing their carbon footprints.

For more information, please find the full Accountability Statement on CHI's website.

http://www.childhelplineinternational.org/media/60171/accountability_statement_child_helpline_international.pdf

Complaints policy

CHI has a complaints policy which is available for all stakeholders, internal and external to make use of. The policy can be found on CHI's website. CHI received three complaints in 2014 which were handled in line with CHI's policy

<http://www.childhelplineinternational.org/about/complaints-policy/>

Looking Forward to 2015 at Child Helpline International

2015 is the final year in CHI's current strategic phase (2011-2015).

Since 2012, we have been gathering input from CHI's members and stakeholders on their vision for CHI in the next phase (2016-2020), this, together with analysis of external factors, trends in international development, and changing technologies led the way to defining the next strategic direction.

A document was drafted and approved by the General Assembly of Child Helplines in October 2014. In 2015, the Management Board will continue this process and develop a fully-fledged strategy paper for approval by CHI's Supervisory Board and by the General Assembly of Child Helplines.

In addition to the usual core business of strengthening child helpline members, a number of key activities and projects will be undertaken in 2015.

These include:

- Bringing to a close three programmes funded by the Dutch Ministry of Foreign Affairs (Girl Power, Conn@ct.Now and ASK)
- Developing a Gender and Sexual Reproductive Health Rights Toolkit aimed at improving responses to children and young people contacting child helplines on these issues.
- Launching five thematic briefing papers, our annual Violence Against Children and Voices of Children reports and a publication that positions child helplines in the centre of child protection systems.

- Organise 1 Brainstorm meeting, 28 stakeholder meetings, and 11 peer exchanges
- Hold five regional consultations and 18 capacity-building training activities at various levels and visit 11 members
- Continue working in partnership with regional decision making bodies and NGOs
- Convene: Principles Standards Practices Taskforce, New Tech Advisory Council, Child Helpline Impact Assessment Advisory Council and Youth Advisory Council.
- Recruit staff and volunteers as needed
- Identify training needs for the CHI team and undertake restructuring of the secretariat team in line with the transition to the next strategic phase.
- Identify donors and grant making organisations in at regional and global levels to fund CHI's strategy 2016-2020.
- Establish and strengthen partnerships with international and regional partners.
- Continue to scope telecom partners to get free of costs telephone numbers for child helplines and to brand CHI.
- Roll-out the second phase of FreeOurVoices campaign on International Child Helpline Day May 17.

The annual budget for 2015 is €2,202,045.00 at time of writing.

Our Organisation

CHI Governance structure – A summary

CHI operates under the Dutch legal system as a registered foundation in the Netherlands. Within Dutch law there is an increasing emphasis on the personal liability of Board Members in both the private and non-profit sectors. This development has prompted many organisations to make a distinct division between advisory, supervisory and management functions within their organizational structure.

In late 2007, the then Daily Board and General Board of Child Helpline International unanimously decided that CHI should also reflect these changes in its governing structure. Following an evaluation, carried out by the General Board, the Articles of Association of Child Helpline International were revised and ratified by the General Assembly at the International Consultation in Amman, Jordan, in November 2008.

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

1. **General Assembly** of (National) Child Helplines (138 full member child helplines as per January 2015).
2. **Supervisory Board** with five Regional Representatives and three Supervisory Committee members
3. **Management Board** (Managing CHI Secretariat) (p.59)
4. **CHI Secretariat** (p.59)

There is one body responsible for the management function within CHI: the Management Board. This consists of the Executive Director and the Heads of Departments.

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

Roles and Responsibilities:

1. General Assembly

The General Assembly is comprised of CHI's full member Child Helplines.

2. The roles of Regional Representatives to the Supervisory Board (This role is supported by deputies*)

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

Regional Representatives until end 2014 (unpaid)

Regional Representative Africa

- Octavia Tivane - Mozambique (Jan-Oct)
- Dumisile Nala - South Africa (Nov-Dec)

Regional Representative Americas and Caribbean

- Barbara Prado - Peru (Jan - Oct)
- Alejandro Lopez Sole - Uruguay (Nov-Dec)

Regional Representative Asia Pacific

- Ilya Smirnov - Thailand (Re-elected)

Our Organisation

- Regional Representative Europe**
- Sheila Donovan – Spain (*Jan-Oct*)
 - Erik Ott – Netherlands (*Nov-Dec*)
- Regional Representative Middle East and North Africa**
- Ohaila Shomar – Palestine (*Jan-Oct*)
 - Tahani Almajhed – Saudi Arabia (*Nov-Dec*)

***Deputy Regional Representatives are also recruited to support the Regional Representatives**

The role of Deputy Regional Representative to the Supervisory Board*

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

- Deputy Regional Representative Africa**
- Bernadette Harases – Namibia and Sarata Diallo – Senegal (*Jan-Oct*)
 - Aissatou Barry – Guinea (*Nov-Dec*)
- Deputy Regional Representative Americas and Caribbean**
- Altagracia Chapman (*Jan-Oct*)
 - Alisa Simon – Canada (*Nov-Dec*)
- Deputy Regional Representative Asia Pacific**
- Amber Davies – New Zealand (*Jan-Oct*)
 - Zia Ahmed Awan – Pakistan and Zulfiya Baisakova – Kazakhstan (*Nov-Dec*)

- Deputy Regional Representative Europe**
- Catalina Florea – Romania (*Jan-Oct*)
 - Rasmus Kjeldahl – Denmark (*Nov-Dec*)

- Deputy Regional Representative Middle East and North Africa**
- Tahani Al Mejhed – Saudi Arabia (*Jan-Oct*)
 - Afaf Marri – UAE (*Nov-Dec*)

Responsibilities of the Supervisory Board:

The Supervisory Board approves:

- The strategy plan for the next 2-4 years, as has been recommended by the General Assembly of Child Helplines.
- The annual plan of activities.
- The annual budget and final audited accounts.

Quality requirements of the members of the Supervisory Board are:

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

Supervisory Committee* in 2014 (unpaid)

- Chair – **Kees Peijster**
- Secretary – **Vacancy**
- Treasurer – **Anita Nijboer**
- Board member – **Professor Jaap Doek****

* The Supervisory Committee performs the appraisal of the Executive Director on an annual basis. The Supervisory Committee can serve a maximum term of 10 years. New members are appointed by the Chair upon approval of the Supervisory Board members.

** From 1st November 2014

Our Organisation

Other posts (outside of CHI) held by the Supervisory Board members are:

- The Chair, Kees Peijster, is a lawyer at the Brauw Blackstone Westbroek.
- The Treasurer, Anita Nijboer, is a Tax Lawyer at PwC
- Board Member Jaap Doek holds various positions including emeritus Professor of Law at Vrije Universiteit, Amsterdam and special legal advisor of ECPAT
- Other Regional representatives are Executive Directors or Managers of member helplines in the five different regions where CHI works.

Patron of CHI Baroness Valerie Howarth

Taskforces and Advisory Councils

Historically the Management and Secretariat rely greatly on the work and advice from Regional Representatives in the so-called taskforces or working groups.

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. Currently, we have several taskforces comprised of representatives from child helplines and experts. These taskforces communicate lessons learned in the different thematic areas.

The current taskforces are:

1. New Communication Technologies Advisory Council
2. Child Helpline Impact Assessment Advisory Council
3. Principles, Standards and Practices
4. Youth Advisory Council (launched in 2014)

In 2014, the CHI Supervisory board met twice, in April and October (IC), and the main issues discussed were:

- Annual Accounts & Annual Report 2013
- Quarter 3 accounts – 2014
- Draft Annual Plan & Budget 2015
- Strategic Direction 2016+
- Regional updates on activities
- Cross-regional sharing
- Principles Standards and Practices Taskforce Update
- Child Helpline Impact Assessment Advisory Council Update
- New Communications Technology Advisory Council
- Approval of new child helpline members
- Regional consultations and follow-up Policy Dialogues 2015 (link with ISPCAN)
- Child helplines in emergencies – level of support offered by CHI & remaining impartial
- Formation of Advocacy taskforce
- Fundraising update activities 2015+ and link to Fundraising Steering Committee
- CHI Branding
- Launch of Free Our Voices Campaign
- Adoption / Approval process
- International Consultation
 - General Overview & update
 - Final Agenda
 - Final Budget

Our Organisation

3. The Role of the Management Board

- To conduct the daily activities of CHI in accordance with its strategic plan, which shall normally cover a period from three to five years.
- At the same time, the Management Board conducts the activities in accordance with CHI'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 Management Board in 2014 (paid)

- Executive Director - **Nenita La Rose** (1 FTE)
- Chief Operating Officer - **Helen Mason** (0.8 FTE)
- Head of Policy & Research - **Ravi R Prasad / Thomas Mueller** (1 FTE)
- Head of Programmes - **Leen Decadt / Freddy Austli** (1 FTE)

The costs of the remuneration (salary, social security costs, pension and health insurance contribution) of the Executive Director (FTE 1.0) amounted to €95,829. This is well below the DG norm as guided by the "The Code Wijffels". This is tested by CHI's auditor, Deloitte.

4. The CHI Secretariat

The CHI Secretariat serves the needs of the global Child Helpline network and is responsible for implementing the strategy and policies that have been adopted by the General Assembly of Child Helplines, and the CHI Supervisory Board.

The CHI Secretariat also facilitates the activities of the network, such as: peer exchanges, knowledge exchange, monitoring of standards, and international and regional advocacy efforts. Where possible, CHI aims to link Child Helpline members to donors.

Child Helpline International is a registered foundation located in Amsterdam and consists of a small team of 20 people (13.66 FTE) and 23 volunteers as on 31 December, 2014.

Accountability of the CHI Management Board and Supervisory Board

The Management Board is accountable to the Supervisory Board and the Supervisory Board are responsible for monitoring and reviewing the performance of the Management Board, this is done via monthly calls and CHI's annual appraisal system. The appraisal system consists of 360 degree feedback from direct team members, other CHI staff members, external stakeholders and self assessment. This feedback is then positioned against the previous years work-plan with performance rated on a scale of poor to excellent.

The five regional representatives serving on the Supervisory Board are accountable to their regions and serve a two year period after which they can re-nominated for appointment to the Supervisory Board. The child helplines in each region will decide who they wish to represent them by a consensus based decision making process held every two years at CHI's International Consultation.

Our Organisation

Our operating principles

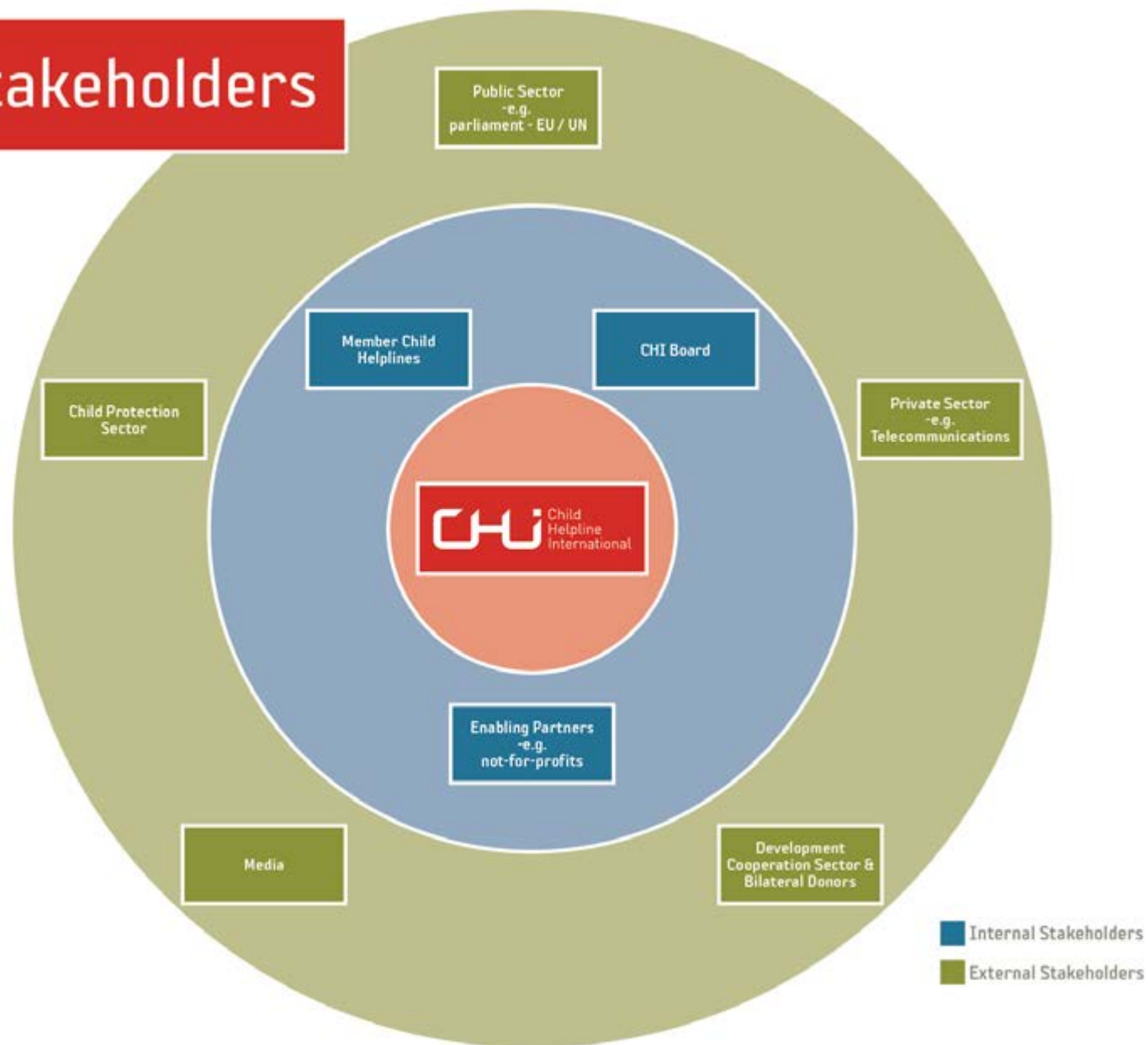
- CHI is, and will always be, a network of child helplines, a bottom-up organisation with a membership representative governance structure
- CHI will maintain its multi-stakeholder approach
- The CHI secretariat will ensure that the membership's interest comes first and that the members are profiled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

Our Organisation



Our Organisation

CHI Stakeholders



Meet the CHI Team!



Magdalena Aguilar
Programme Manager -
The Americas and
Caribbean



Freddy Austli
Head of Programmes



Indra Biseswar
Human Resources and
Operations Officer



Kate Buljanovic
Research Officer / Policy &
Partnerships Coordinator



Ann-Murray Brown
Monitoring and
Evaluation Officer



Leilani Cura
Programme Manager -
Asia Pacific



Leen Decadt
Head of Programmes



Shastri Gayatri
Digital Communications
Officer



Jane Hannon
Programme Manager -
Europe



Alice Kubo
Programme Manager -
Anglophone/Lusophone
Africa



Nenita La Rose
Executive Director



Margherita Leone
EC Coordinator



Nafila Maani
Programme Manager -
MENA



Johan Martens
Advocacy Officer



Helen Mason
Head of Operations / Chief
Operating Officer



Jonathan Mateyo
Finance Officer



Maartje van der Meulen
ASK Event Coordinator



Thomas Mueller
Deputy Head of Programmes
and Programme Manager
Europe /
Head of Policy & Research



Luke Newell
Services Coordinator



Marieke Noz
Advocacy Officer



Richard Ombono
Programme Manager for
Francophone Africa



Michelle Ortiz
Programme Manager -
Asia Pacific
(Maternity Cover)



Ravi Prasad
Head of Research & Policy



Rowena Ricalde
Programme Manager -
Asia Pacific



Aleksandra Stankovic
Data Entry Support



Bryony Stentiford
Marketing &
Communications Officer



Louise Stoddard
Communications Officer

Meet the CHI Team!

In 2014 CHI worked with volunteers based in The Netherlands in accordance to the needs of the organisation. Volunteers have the chance to invest their skills and experiences, whilst, at the same time, have the opportunity to upgrade their skills and enhance their work experience. They are also given great opportunities to network.

During 2014 volunteers contributed towards: producing our publications, planning training workshops and planning and delivering a successful international consultation amongst other things. This work helped CHI to deliver activities according to its 2014 goals and overarching strategic objectives.

CHI would like to thank the following volunteers for their valuable support during 2014.

<u>NAME</u>	<u>DEPARTMENT</u>	<u>NAME</u>	<u>DEPARTMENT</u>
Helene Diao	All	Irene Nyamu	P&R
Nazrah Mze Ali	All	Mona Wooding	P&R
Sandrine Bassin	All	Ozge Tigli	P&R
Elizabeth White	IC	Stine Gaba Philipsen	P&R
Gala Gil Amat	IC	Yutin Tan	P&R
Juan Carlos	IC	Beste Dolanay	Programmes
Aleksandra Stankovic	Ops	Loreto Scaff	Programmes
Elliot Cole	Ops	Macarena Baeza	Programmes
Francesca Heinze	Ops	Meis Salameh	Programmes
Luke Newell	Ops	Mohammed Badran	Programmes
Ummey Nipun	Ops	Denitsa Gancheva	Youth
Agnes Kawala	P&R		

Financial Summary 2014

Summarised Annual Accounts

On the pages 70 to 84 you will find a summary of CHI's financial statements for 2014. The summary is an unabbreviated copy of the balance sheet as of 31 December, 2014. It includes: the statement of income and expenditure for 2014, the cash flow statement, the principles of valuation of assets and liabilities, the principles of determination of result, notes to the balance sheet, note to the statement of income and expenditure and the result appropriation from the other information.

The summary financial statements are derived from the full financial statements from Child Helpline International, to which Deloitte Accountants B.V. has expressed an unqualified opinion on 20 April 2015. These summary financial statements have been prepared at a date later than the full financial statements for 2014. As a consequence events that have occurred since the date of preparation of the full financial statements have not been taken into account.

To receive a copy of the full audited accounts please write to:
info@childhelplineinternational.org

Summary of 2014 Annual Accounts

These Annual Accounts are the summarised financial report of Stichting Child Helpline International for the year ending on 31 December 2014.

Balance sheet as of December 31, 2014 (After appropriation of net result)

	December 31, 2014		December 31, 2013	
	€	€	€	€
Assets				
Fixed Assets				
Tangible fixed assets		-		
Current Assets				
Receivables	77,654		94,303	
Cash at banks and in hand	424,924		403,831	
Total Assets		502,569		498,134
Liabilities				
Capital				
Freely disposable capital	200,966		149,217	
Tied-up capital		200,966		149,217
Current Liabilities		301,603		348,917
Total Liabilities + Capital		502,603		498,134

Summary of 2014 Annual Accounts

Statement of income and expenditure for 2014

	2014		2014 budget (unaudited)		2013	
	€	€	€	€	€	€
Income						
Income from own fundraising		494,504		391,620		471,293
Governmental grants		1,702,304		1,792,027		1,467,221
Membership fees		12,390		-		13,056
Interest income		4,692		-		5,208
Gifts and donations		28,592		-		12,285
		2,242,482		2,183,647		1,969,063
Spent On Purpose						
Objective 1 - Provide adequate services to child helplines						
direct cost	705,059		759,687		523,743	
indirect costs	488,983		526,229		558,440	
		1,194,042		1,285,916		1,082,183
Objective 2- Working with the telecommunications sector						
direct cost	231,826		85,000		148,812	
indirect costs	89,666		96,496		65,235	
		321,492		181,496		214,047
Objective 3 - Strengthening national child protection systems						
direct cost	181,606		208,940		152,470	
indirect costs	326,757		351,644		325,996	
		508,363		560,584		478,466
Operational and administrative expenses		148,419		140,651		157,121
Own fundraising costs		18,417		15,000		12,795
Total spent on purpose		2,190,733		2,183,647		1,944,612
Result for the year to date		51,749		-		24,451

Summary of 2014 Annual Accounts

Cash flow statement

	2014		2013	
	€	€	€	€
Cash flow from operating activities				
Net result		51,749		24,451
Adjustment in respect of depreciations				-
Changes in working capital				
Receivables	16,658		42,025-	
Current liabilities	47,314-		56,496	
		30,656-		14,471
Cash flow from operating activities		21,093		38,922
Cash flow from investment activities				
Investments in tangible fixed assets		-		
Net cash flow		21,093		38,922
Decrease (-) Increase (+) in cash and cash equivalents		21,093		38,922
Movement in cash and cash equivalents				
Cash and cash equivalents as at January 1		403,831		364,909
Decrease (-) Increase (+) in cash and cash equivalents		21,093		38,922
Cash and cash equivalents as at December 31		424,924		403,831

Summary of 2014 Annual Accounts

Principles of valuation of assets and liabilities

General

The Annual Accounts 2014 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.

Cash flow statement

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

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.

Summary of 2014 Annual Accounts

Receivables

	31-12-2014	31-12-2013
	€	€
Prepaid rent and deposit	10,272	10,272
Grants to receive	41,035	20,875
Prepayments	0	48,425
Other receivables	26,338	14,731
	77,645	94,303

Cash at banks and in hand

	31-12-2014	31-12-2013
	€	€
Deposit ABN AMRO Bank	389,626	360,579
Current accounts ABN AMRO Bank	34,911	41,376
Cash in hand (incl. Cheques)	387	1,876
	424,924	403,831

Cash at banks and in hand are available on demand.

Capital

	31-12-2014	31-12-2013
	€	€
January 1	149,217	124,766
Net result	51,749	24,451
December 31	200,966	149,217
Of which:		
Freely disposable capital (continuity reserve)	200,966	149,217
Tied-up capital (funds)	0	0
	200,966	149,217

Summary of 2014 Annual Accounts

Continuity reserve

CHI wants 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 2014, 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 2014 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

	31-12-2014	31-12-2013
	€	€
Received in advance	153,214	212,620
Social security costs and wage tax	28,647	25,856
Holiday pay and days	30,989	35,388
Other liabilities (short-term creditors)	88,753	75,053
	<u>301,603</u>	<u>348,917</u>

Summary of 2014 Annual Accounts

Contingencies and commitments

Long term financial obligations

The annual amount of rental commitments in respect of buildings amounts to € 45,200 per year.

The rental commitments expire on December 31, 2016 with a possible extension for another 5 years.

Notes to the statement of income and expenditure

Governmental grants and income from other fundraising

	31-12-2014	31-12-2013
	€	€
Income from own fundraising:		
UPC/Liberty Global	0	6,000
Contributions in kind (barter deals)	149,342	116,770
The OAK Foundation	112,038	137,070
C & A	145,203	159,132
Other Donations	64,296	11,764
KPMG UK	52,217	40,557
	523,096	471,293
Governmental grants:		
DGIS MFS II	1,343,473	1,186,974
European Commission - Daphne III Programme	146,418	105,547
ASK Programme	212,413	174,700
	1,702,304	1,467,221

Summary of 2014 Annual Accounts

The European Commission funding requires CHI to co-finance its award on a contractual basis; CHI met this requirement in 2014 which was 12.6% of the total project budget.

During the year an amount of € 149,342 (2013: € 116,770) has been received as in-kind donations (barter deals or services performed in-kind). The specification reads:

Donor/Organisation	Amount	Donation/ Description
Intel BV	€ 1,200	2 used laptops
Microsoft BV (via NDI)	€ 2,595	licenses
ITU	€ 7,950	ITU membership waiver
De Brauw*	€ 550	Meeting room
Wieden and Kennedy	€ 137,047	Campaign
TOTAL	€ 149,342	

**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

	2014	2013
	€	€
During the year, the following donations have been received.		
Gifts and online donations	28,592	12,285
	28,592	12,285

Summary of 2014 Annual Accounts

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.

Summary of 2014 Annual Accounts

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)			
	1	2	3	TOTAL
	54%	10%	36%	100%
	€	€	€	€
Salaries and Wages (incl Social sec. costs)	376,866	69,107	251,835	697,808
Staff development	653	120	437	1,210
Accommodation	29,597	5,427	19,778	54,802
Running costs (Stationary, printing etc)	7,361	1,350	4,919	13,630
Running costs (communication)	16,620	3,048	11,106	30,774
Governance costs (board)	-	-	-	-
Governance costs(consultancy and accountancy)	19,503	3,576	13,033	36,112
MFS II Coordination costs	14,529	2,664	9,709	26,902
Other operating expenses	22,339	4,096	14,928	41,363
Interest expense/ Bank charges	1,515	278	1,012	2,805
	488,983	89,666	326,757	905,406
Total budgeted costs	526,229	96,496	351,644	974,370

The costs of the remuneration (salary, social security costs, pension and health insurance contribution) of the Executive Director (FTE 1.0) amounted to € 95,829. This is well below the DG norm as guided by the "The Code Wijffels".

The average number of employees during the year 2014 was 13,66 FTE (2013: 15.72 FTE's 2012: 15.54 FTE's and 2011:15,3 FTE's).

Summary of 2014 Annual Accounts

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	Increase in realisation to budget	This increased in comparison to budget due to the in-kind donation secured in 2014. In-kind donations are never included in the budgeting process. Also increased due securing a new donor for the International Consultation.
Governmental Grants	Higher in budget to realisation	This amount budgeted is higher than actual realisation due to remaining funds for the three MFSII programmes at 31 December. These unspent amounts will be carried over to 2015, expect for the grant from the European Commission.
Governmental Grants	Increased budget to prior year	The increase is due to a higher budget than previous year from the European Commission grant.
Membership fees	Decrease in revenue to prior year	5.2% less income via membership fees than previous year was collected. Relevant members will be reminded that they are in arrears and the late fees will be collected in 2015.
Interest income	Decreased	10% decrease. Some grants amount were received later than prior year, therefore decreasing cash flow and amounts held at bank.
Gifts and donations	Increased	Increased income was achieved due to more emphasis on continuity reserve generation.

b) Expenditure

Type	Increase or Decrease	Explanation
Objective 1	Increase in direct expenditure compared to prior year.	Amounts carried over from 2013 were largely expensed in 2014, thus increasing both budget and actuals on prior year.
Objective 1	Decrease in direct expenditure compared to prior year.	Due to more emphasis placed upon objectives 2 and 3. In line with CHI's Strategy and Annual Plan for 2014.
Objective 2	Increase in expenditure on direct costs compared to prior year.	This is due to an in-kind donation from Weiden & Kennedy – Amount €137,048.
Operational and administrative expenses	Decrease in costs compared to prior year.	Due increased efficiencies and cost control e.g. using skype instead of landline.
Own fundraising costs	Increase in expenditure on direct costs compared to prior year.	Increased investment to try to diversify donor support base. This was funded by a renewal of the OAK Foundation grant aimed at core costs.

Summary of 2014 Annual Accounts

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 1: Capacity building activities in Sierra Leone and Liberia	Less	Some in country activities were cancelled until further notice due to the Ebola crisis.
Objective 1: Indirect costs	Less	Increase in support by CHI's volunteers.
Objective 2: Direct costs	More	This is due to an in-kind donation from Weiden & Kennedy – Amount €137,048 which was not included in the budget.
Objective 3: Direct costs	Less	Two publications were delayed until 2015.
Objective 3: Indirect costs	Less	Increase support by CHI's volunteers.
Operational and administrative expenses	More	This is due to an in-kind donation from The ITU – Amount €7,950 which was not included in the budget.
Own fundraising costs	More	Increased expenditure due to cost of preparing large funding application.

NB: In-kind donations and membership fees are not included in the annual budgeting process. In-kind donations (see page 21) 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 2014 are carried to 2015 with the agreement of donors and partners.

Summary of 2014 Annual Accounts

Operational and administrative costs

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.

Presentation of the income statement

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

	2014	Budget	2013
A) Percentage spent on goals (spent on goals/total income received)	90 %	93 %	90 %
B) Percentage spent on goals (spent on goals/total costs)	92 %	93 %	91 %
Percentage own fundraising costs (costs fundraising/income own fundraising)	4 %	4 %	3 %

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	51,749
	<u>51,749</u>

This result appropriation is processed accordingly in the financial statements.

Independent Auditors' Report



DELLOITTE ACCOUNTANTS B.V.
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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 December 31, 2014, the statement of income and expenditure 2014, the cash flow statement and the related notes, are derived from the audited annual accounts of Stichting Child Helpline International for the year ended December 31, 2014.

We expressed an unqualified audit opinion on these annual accounts in our report dated April 20, 2015. 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 annual accounts".

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, 2014 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, June 24, 2015

Deloitte Accountants B.V.

Signed on the original: M G W. Quadevlieg

Deloitte Accountants B.V. is registered with the Trade Register of the Chamber of Commerce and Industry in Rotterdam number 24362953.

MEMBER OF
Deloitte Touche Tohmatsu Limited
3113896660/201530269/jj

Disclaimer

CHI's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child (UN CRC), including children's right to privacy and protection from harm. To this end, and to preserve the trust and confidence children place in child helplines worldwide every day, all identifying details and information about individual children cited in this report have been removed or altered.

Child Helpline International (CHI)

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Writing and compilation: CHI Secretariat

Design: CHI Secretariat

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Keep in touch with CHI

Receive our newsletter: www.childhelplineinternational.org

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E mail: info@childhelplineinternational.org (queries regarding the report can also be directed here)

Call: +31 20 528 9625

Visit: Herengracht 418, 1017 BZ Amsterdam, The Netherlands

Working together to give a voice to
children and young people worldwide.



Child Helpline International (CHI) is the global network of child helplines in **192 countries** (as of November 2014), which together receive around **14 million contacts** every year from children and young people in need of care and protection. CHI supports the creation and strengthening of national free-of-cost child helplines worldwide and uses child helpline data and knowledge to highlight gaps in child protection systems and advocate for the rights of children.