Child Helpline International

Annual Report 2012

Giving a voice to children and young people worldwide

Child Helpline International (CHI) is the global network of child helplines in 141 countries (as of October 2012), which together receive nearly 13.4 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.
CHI would like to thank all those who work tirelessly to support our efforts to ensure 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:

**Enabling partners:**


**Supporting partners:**

De Brauw Blackstone Westbroek, Link Design BV, Microsoft BV, Royal Joh. Enschede BV, Intel BV, Mogul Media.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair’s Statement</td>
<td>4</td>
</tr>
<tr>
<td>Executive Director’s Statement</td>
<td>5</td>
</tr>
<tr>
<td>Child Helpline International</td>
<td>6</td>
</tr>
<tr>
<td>The Global Network of Child Helplines</td>
<td>8</td>
</tr>
<tr>
<td>Case Study</td>
<td>10</td>
</tr>
<tr>
<td>2012 in Review</td>
<td>11</td>
</tr>
<tr>
<td>Chapter 1 Providing Services to Child Helplines</td>
<td>13</td>
</tr>
<tr>
<td>Chapter 2 Working with Telecommunications</td>
<td>23</td>
</tr>
<tr>
<td>Chapter 3 Strengthening Child Protection Systems</td>
<td>27</td>
</tr>
<tr>
<td>Partnerships</td>
<td>32</td>
</tr>
<tr>
<td>Organisations Complementing Each Other</td>
<td>34</td>
</tr>
<tr>
<td>Resource Mobilisation</td>
<td>36</td>
</tr>
<tr>
<td>Accountability</td>
<td>38</td>
</tr>
<tr>
<td>Looking Forward to 2013</td>
<td>40</td>
</tr>
<tr>
<td>Organisation</td>
<td>42</td>
</tr>
<tr>
<td>CHI Secretariat</td>
<td>47</td>
</tr>
<tr>
<td>Financial Summary 2012</td>
<td>48</td>
</tr>
<tr>
<td>Summarised Financial Statements</td>
<td>50</td>
</tr>
<tr>
<td>Colophon</td>
<td>66</td>
</tr>
</tbody>
</table>
Chair’s Statement

The Sixth International Consultation held in Durban, South Africa was a turning point for Child Helpline International and its member child helplines. For the first time in the history of the network’s existence members adopted a robust resolution articulating their resolve to strengthen services for the protection of children around the world.

The “Durban Resolutions” call upon governments, United Nations and the private sector to ensure that every child in need of care and protection should have access to a child helpline.

The Durban Resolutions urge governments, UN agencies and the private sector to recognise child helplines as a unique mechanism in bringing the voices of children to bear on strengthening child protection systems. They should establish partnerships with child helplines to ensure their sustainability and accessibility to all children, free of charge; and most importantly to include protection and empowerment of children and young people in the post 2015 Sustainable Development Goals.

Currently, 173 child helplines are operational in 141 countries. Over the past 10 years children and young people in need of care and protection have made more than 126 million contacts with child helplines. Child helplines provide counselling to children and young people, and also refer them to specialised services provided by partner organisations. At the International Consultation, child helplines resolved to ensure that their services are available in every country, advocate for sustainable funding for all child helplines and partner with technology and communications firms to ensure that children’s communications needs are met.

I would also like to make a special mention of the departure of our long-serving Treasurer, Willem Bröcker, who left CHI in April 2012. Willem made a significant contribution to CHI since its inception in 2003. We are delighted to welcome our new Treasurer; Anita Nijboer who has taken up the position since April 2012.

Jeroo Billimoria
Chair of the Supervisory Board of CHI
Executive Director’s Statement

It is my pleasure once again to report that during 2012 the majority of CHI’s plans and objectives were achieved. There were many highlights in 2012, the most notable being the International Consultation in Durban, South Africa hosted by ChildLine South Africa. CHI was also awarded with the Multidisciplinary Team Award by the International Society for the Prevention of Child Abuse and Neglect (ISPCAN) and was successful in applying for the CBF Keurmerk, a Dutch based accreditation for transparency and good governance.

Our International Consultation in South Africa was a truly exciting and an inspiring occasion, with extensive opportunities for knowledge sharing due to the 220 members and partners who attended, the field visit organised by our host ChildLine South Africa and presentations made by 30 inspiring children and young people from in and around Durban. The tangible outcome of our meeting were the “Durban Resolutions”. You can find a full report of the International Consultation on our website and the full text on p19 of this report.

In 2012, we have continued to build upon links with the United Nations and its agencies. The Special Consultative status with the United Nations, ECOSOC, has provided CHI access to various UN agencies based in New York and Geneva that work on Child Rights. CHI attended the meeting of the UN Economic and Social Commission, and met with several UN organisations based in New York. In July CHI submitted an oral statement for the Annual Ministerial Review of the UN ECOSOC.

CHI was listed as a partner by the UNICEF Child Protection department on their website. Also, we were invited to hold a separate session at the Global Conference on Strengthening Child Protection Systems in Sub-Saharan Africa held in Dakar, Senegal and in November in New Delhi. UNICEF requested data from CHI to complement its ongoing research on child protection at Harvard University. CHI became a member of the UN Global Compact, a partnership between UN organisations, private sector and civil society bodies. The UN High Commissioner for Human Rights met CHI in Geneva and invited us to attend the meetings of the UN Human Rights Council.

Along with our efforts in implementing year two of the new strategic phase and working together with our Dutch alliance partners, our priority in 2012 was laying the ground for CHI’s 10th Anniversary activities in 2013, marking ten years of CHI and children voices with over 126 million contacts to child helplines across the globe. Our newly designed website has a wealth of detailed information about CHI activities.

As the Executive Director of CHI, I am again struck by the immense work still to be done and many more children still in need of safe, free-of-cost and confidential child helpline services. As a network we will continue to march forward towards 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.

Nenita La Rose
Executive Director, CHI
Child Helpline International (CHI) is the global network of child helplines in **141 countries** (as of October 2012, see map p8), which together receive over **13.4 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.

**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 their rights.

**Child Helplines: Listening to children**

*Child helplines* are 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 children 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 (UN CRC), 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: 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 p28 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.
Vision

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

Mission

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

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.

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.
The Global Network of Child Helplines

Membership as of October 2012

Countries in red = full members
Countries in orange = associate members
Countries in grey = potential members

Find more information regarding membership categories on page 16.
In Total, CHI Works in 141 Countries:

Full members*
124 members in 105 countries

Countries with child helplines that fulfil the CHI membership criteria.

- Albania
- Algeria
- Argentina (2)
- Aruba
- Australia
- Austria
- Bahrain
- Bangladesh
- Belgium
- Bosnia Herzegovina
- Botswana
- Brazil (2)
- Brunei
- Burkina Faso
- Cambodia
- Canada (2)
- Chile
- China
- Colombia
- Côte d’Ivoire
- Croatia
- Curaçao
- Czech Republic
- Denmark
- Egypt
- Estonia
- Ethiopia
- Finland
- France
- Gambia
- Germany
- Greece (2)
- Guine Conakry
- Hong Kong, S.A.R.
- Hungary
- Iceland
- India
- Indonesia
- Iran
- Iraq
- Ireland
- Israel
- Italy
- Japan
- Jordan
- Kazakhstan
- Kenya
- Latvia (2)
- Lesotho
- Lithuania
- Luxembourg
- Macedonia
- Madagascar
- Malawi
- Malaysia
- Maldives
- Mauritania
- Mauritius
- Mexico (2)
- Mongolia
- Montenegro
- Mozambique
- Namibia
- Nepal
- Netherlands
- New Zealand (3)
- Nigeria
- Norway
- Pakistan
- Palestine
- Peru
- Philippines
- Poland (2)
- Portugal
- Qatar
- Romania
- Russia
- Saudi Arabia
- Senegal
- Serbia
- Sierra Leone
- Singapore
- Slovakia
- Slovenia
- South Africa
- Spain
- Sri Lanka (2)
- St. Maarten
- Suriname
- Swaziland
- Sweden
- Switzerland
- Taiwan, p.o.c.
- Thailand
- Trinidad, Tobago
- Togo
- U.S.A. (7)
- Uganda
- United Arab Emirates Sharjah
- United Kingdom (4)
- Uruguay
- Vietnam
- Yemen
- Zambia
- Zimbabwe

Associate members*
49 members in 43 countries

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

- Afghanistan
- Antigua, Barbuda
- Armenia
- Azerbaijan
- Belarus (2)
- Belgium
- Benin (2)
- Bhutan
- Bolivia
- Bulgaria
- Burundi
- Cameroon
- Costa Rica
- Côte d’Ivoire
- Democratic Republic Congo
- Dominican Rep.
- Ecuador
- El Salvador
- Georgia
- Ghana
- Guatemala
- Haiti
- Israel
- Jamaica
- Korea (South)
- Kyrgyzstan
- Lebanon (2)
- Liberia
- Libya
- Liechtenstein
- Madagascar
- Malta (2)
- Mongolia
- Nicaragua
- Sudan
- Tajikistan
- Tunisia
- Turkey
- Ukraine
- United Arab Emirates
- Abu Dhabi
- U.S.A. (2)
- Uzbekistan
- Vanuatu

* For full details of individual members please visit www.childhelplineinternational.org
Case Study

A 13-year old girl called the child helpline raising her concern about a 12-year old friend who was no longer attending school.

She explained to the child helpline counsellor that her friend’s mother gave her friend away in marriage to a man.

Her friend was no longer attending school and was living elsewhere with her husband.

The child helpline counsellor contacted a social worker, working in the area where the girl was now living, to refer the case. The social worker followed-up on the case and was eventually able to place the girl in a shelter whilst further investigations are undertaken.

The husband was arrested.

Whilst at the shelter the girl returned to school.

The girl remains at the shelter.

- Republic of Guinea
2012 was the second year of the 2011–2015 strategic period. CHI has seen two previous strategic phases, from 2003–2006 and from 2007–2010. The first was a period of building and establishing the CHI network and the second one of consolidation. Today CHI is a substantial and strong network, ready to build upon its achievements and experiences to help work for the establishment and consolidation of national child protection systems worldwide. The core of CHI’s capacity building activities remain the same: launching and scaling-up child helplines (p24); collecting data on the reasons children contact child helplines (p28); and advocating and lobbying for awareness and policies towards child protection and children’s rights (p29). More than ever before, other child protection groups, civil society organizations and government agencies are looking to CHI in general, and CHI’s unique data specifically, for input into global processes.

almost €1.9 million spent on CHI’s strategic objectives this year.

12 partnerships maintained with national, regional and international governments, ministries, UN agencies, civil society organisations and corporate sponsors.

128 members participated in issue-based trainings, including new technologies, fundraising, online counselling and call-response skills.

6 free-of-cost numbers obtained for child helplines, allowing them to be more accessible to children in need.

15 helplines became full members

141 countries and countless communities reached worldwide.

10 Concluding Observations of the UN Committee on the Rights of the Child mentioned child helplines.

over 1,000 stakeholders participated in valuable knowledge sharing opportunities across the world.

13.4 million contacts received by CHI’s member child helplines around the world.
Chapter 1
Providing Services to Child Helplines

CHI’s Objective:
Providing adequate services to child helplines in all stages of development

Key Achievements 2012:
• 19 stakeholder meetings
• 15 new full members
• 9 new associate members
• 11.6% increase in membership overall
• 18 member child helplines visited
• 13 peer exchanges
• 14 issue based trainings, involving 43 members
• 1 Regional Consultation in the Middle East and North Africa region, involving 29 participants from 16 countries
• 1 International Consultation in South Africa, involving 222 participants from over 100 countries
Building stronger child helplines

When strengthening or setting up a child helpline CHI aims to bring together a diverse range of stakeholders who can contribute to maintaining a quality service for children. This includes representatives from government, local (child) helplines, regional and national child protection and child rights networks, academic institutions, telecoms and other ICT companies, UN bodies, NGOs, funding agencies, civil society organisations, local and regional youth programmes and others. Together with these partners CHI assesses existing services and looks at ways to consolidate reliable and well functioning helpline services for children.

For example, CHI worked with Cote d’Ivoire in 2012 to set out a roadmap for the establishment of a 116 child helpline in the country. A meeting in December discussed stakeholder’s plans, concerns and inputs whilst providing an opportunity to strengthen partnerships.

Capacity building to strengthen
Girl Power Alliance

CHI works hard to build the capacity of child helplines around the world so that they can constantly learn from one another and achieve the highest possible quality of care and service to children. Girl Power focuses on equal rights and opportunities for girls and young women in ten developing countries through the strengthening of civil society (Further information on p 36). In 2012 CHI held a Girl Power Monitoring and Evaluation Workshop in Amsterdam, which was attended by participants from 8 Girl Power countries: Bangladesh, Bolivia, Ethiopia, Ghana, Liberia, Nepal, Nicaragua and Zambia. The workshop aimed to strengthen participants knowledge and skill sets in monitoring and evaluation and the Principle Standards Assessment Tool designed especially for CHI members. Participants also developed a joint model for monitoring child helplines in the Girl Power programme and learnt about planning and budgeting for monitoring and evaluation activities.

Since its inception in 2003, CHI’s core business has been to establish new and strengthen and consolidate existing national child helplines. In order to provide services to child helplines in all stages of development and support the vital work they do to protect children and their rights, CHI uses multi-stakeholder and knowledge-sharing approaches. Being part of the CHI network allows members not just access to a wealth of information and practical collaboration, but also to garner strength and support from others in the field.

Libya Stakeholder meeting

In December 2012, CHI met via an online connection with stakeholders in Benghazi, Libya, to discuss setting up a new child helpline service. Representatives from different ministries attended in addition to child focused NGOs and the private sector. The Libyan Association for Child Rights coordinated the meeting and will go on to establish a child helpline in Libya. Due to security concerns CHI participated in this meeting via Skype, however this also provided an opportunity to bring in members of the Palestinian child helpline to share their experiences via skype with Libyan stakeholders.
Manual for child helplines in emergencies

Several CHI members operate in areas affected by natural disasters, conflict or post-conflict issues. Children living in these environments are in danger of not being heard. We have assisted child helplines with addressing these issues for several years, however in 2012 CHI increased its input in this area organizing a workshop and producing a guide on the role of child helplines in emergencies. The guide is available in French, Spanish and Arabic.

Challenges

It usually takes 1 to 1.5 years before a child helpline is established. In the so-called ‘fragile’ states, it could take even longer. The methodology, based on best practices from child helplines all over the world, is an extensive process of utilising existing resources, taking technology to children and identifying gaps in services. Implementing the different steps of the action plan towards a launch (needs assessment study, resource directory, mapping, determining the structure, business plan, resource mobilisation, training of counsellors, trial, launch). Continuous support and guidance from CHI is needed, following an initial brainstorming meeting. Maintaining interest and keeping the momentum during the brainstorm session, is key to success but not without it’s challenges. Crucial stakeholders can experience high turnover of their staff, or government restructures of cabinets can affect the dynamics and implementation of the process towards a launch. In Tanzania, for example, the key government agency to support setting up the child helpline, was absent during the 2012 stakeholders meeting, which hampered progress towards launching the child helpline.

Results 2012

19 Stakeholder meetings*
  • Benin
  • Burundi (Conn@ct.Now)
  • Cameroon
  • Chile
  • Colombia (Conn@ct Now)
  • Cote d’Ivoire
  • Djibouti
  • Ecuador
  • Ethiopia (Girl Power)
  • Ghana (Girl Power)
  • Lebanon
  • Libya
  • Moldova
  • Nepal (Girl Power)
  • Nicaragua (Girl Power)
  • Sierra Leone (Girl Power)
  • South Sudan (Conn@ct.Now)
  • Uganda (Conn@ct.Now)
  • Zambia (Girl Power)

* See pg. 34 for more on the Girl Power and Conn@ct.Now alliances

What is a stakeholder meeting?

CHI works to ensure that children have access to child helpline services. This is done through launching new child helplines and improving the services of established child helplines. A stakeholders meeting is the first step towards starting or scaling up a child helpline. CHI co-organises stakeholders meetings with a local counterpart such as an NGO or local government. Key stakeholders include government officials, local helplines, regional/national child right networks, universities, telecommunications companies, UNICEF, NGOs, donors, child right activists, etc. The purpose of these meetings is to brainstorm on the value of a child helpline to the community and determine a plan of action amongst all those involved, identifying who is responsible for carrying out given tasks. It is important that all major stakeholders are present at this meeting.
Membership

CHI is a membership organisation. In order to maintain a professional, quality network, CHI’s members must adhere to membership requirements, with full members paying an annual membership fee. Similarly, CHI members complete a Principles and Standards Self-Assessment (PSA) tool every year, meant to help member child helplines achieve minimum quality standards. The PSA tool also helps inform CHI policy and decisions on activities to be undertaken each year. As of 2010 a site-visit by CHI or one of CHI’s representatives is a criteria for full membership. These visits help CHI better assess the strengths and needs of its members and encourage transparency across the network. Where possible, CHI’s regional representatives and local partners visit CHI’s members on our behalf.

Following requests from its members in previous years, CHI in 2011 also instituted a membership agreement, designed to clarify the role and the nature of the relationship between CHI and its members. So far, 48 members have signed the agreement and this is now a part of the process of becoming a new member of CHI.

At the end of 2012, the CHI network spanned 141 countries worldwide and included 173 full and associate members. During 2012 CHI’s membership grew by 11.6%, with 9 new members joining the CHI family.

The fulfilment of CHI’s membership criteria in 2012 was as follows:
• Annual submission of data - 90%;
• Annual completion of the Principles and Standards Self-Assessment (PSA) tool - 86%;
• Payment of annual membership fee - 70%.

Challenges

Since its inception in 2003, CHI has increased its membership from 49 to 173 child helplines, operating in 141 countries. These child helplines span across all regions of the globe and all socio-economic levels. For many, 2012 was a challenging year with the economic crisis affecting their capacities. Staff reductions due to cutbacks forced members to prioritise and focus on the immediate needs of children contacting them. As a result, meeting CHI’s membership criteria was not always easy for child helpline members especially the payment of the annual membership fee.

It is expected that the membership agreement, introduced in 2011, will bolster efforts to ensure fulfillment of membership criteria. At the same time, as in previous years, CHI will continue to support members in meeting membership criteria, which are aimed at promoting sustainable organisational growth, and quality services for children.
“A child helpline can be a powerful tool for ensuring children’s rights are met, as child helplines provide evidence based intervention.”

Dr. Hamadoun I. Touré, International Telecommunications Union (ITU) Secretary General (speaking at CHI’s International Consultation by video link)
Knowledge-sharing and exchange

In 2012 CHI held its Sixth International Consultation in Durban, the first in the African region, kindly hosted by our member organisation Child Line South Africa. This was an important and exciting moment for members of the CHI network to gather together and collectively review the past two years of work, as well as make important General Assembly decisions. A major outcome from the event was the establishment of the Durban Resolutions, principles which have now been shared across the globe with policy makers, governments and a multitude of stakeholders. The Durban Resolutions mark the first time that the CHI network has come together as one voice to produce a joint statement for change which enshrines our goals and ambitions for the future of child protection systems.

The International Consultation also provided a unique opportunity to discuss general issues affecting child helplines worldwide and to pool the collective experiences and knowledge of members and partners from across the globe. Over three days the consultation heard from members in panel discussions, questions and answer sessions, open spaces and parallel sessions. A highlight of the event was the important input and inspiration provided by South African children who received an enthusiastic welcome when they came to speak to participants about how protection systems can best be used for their benefit.

Four leading advocates of child protection participated in the panel discussion on Strengthening Child Protection Systems. The outcome of the panel discussion was “the better integrated the services are, the better will be the system. We have been working on the strengthening of child protection system, for 25 years now, and are finally starting to see the fruits of that work.”

Important partnerships and contacts were established as part of the networking and open space sessions, which brought together representatives to exchange knowledge and advice on issues such as influencing policy, awareness raising, human trafficking and

Peer Exchange visit: Bangladesh – India

Four representatives from CHI member Aparajeyo in Bangladesh, visited Childline India, in Mumbai during December 2012. The visit aimed to increase Aparajeyo’s understanding and expertise of operations and management of a national level child helpline through exchange of information with Childline India. During the trip participants discussed managing a central call center, building and maintaining partnerships and processing calls and follow-ups. Issues relating to managing and using data were also covered.

75% of members rated the success of the New Communication Technologies working group meeting a 9 or higher (out of 10).
“I feel a great sense of appreciation for whoever decided to have children here at this conference, because you cannot, and I mean cannot, make permanent decisions on how to keep young children safe and sound without their presence and their input…”

Selurathi Downsa, Youth Representative at the International Consultation in Durban

Durban Resolutions on the role of child helplines in child protection

The Durban Resolutions were adopted on 19th October 2012 at the CHI International consultation in Durban.

We child helplines operating in 136 countries, uphold the child’s rights to be heard and to be protected from violence. The United Nations Committee on the Rights of the Child and the UN Study on Violence Against Children have recognised child helplines’ role as a key tool for prevention and protection of abuse and violence against children (General Comments on articles 12 and 19 of the Convention on the Rights of the Child and UNVAC Study Recommendation 8).

Over the past 10 years, children and young people in need of care and protection have made more than 140 million contacts with child helplines worldwide. Child helplines listen, provide counseling, refer, and if needed, provide other services in cooperation with partner stakeholders.

Gathered in Durban (South Africa) on 19 October 2012 for the Sixth International Consultation of Child Helpline

International, these child helplines resolve to ensure that every child has access to a child helpline through:

a) Ensuring that child helplines are available in every country in the world;
b) Advocating for sustainable funding for all child helplines; and,
c) Partnering with technology and communications firms to ensure that children’s communication needs are met.

We call upon our partners in governments, agencies and the private sector to:

1. Recognise child helplines’ unique capacity to bring the voices of children to bear on strengthening child protection;
2. Partner with child helplines to ensure that they are sustainable and accessible for all children free of charge; and,
3. Ensure that the post 2015 Sustainable Development Goals (SDGs) include the protection and empowerment of children and young people.
monitoring outcomes. Other sessions also looked at weak and well-developed child protection systems, as well as referral mechanisms, case management and networking with partners.

A marketplace session offered an interactive opportunity to learn more about recent achievements and progress on a variety of CHI initiatives. Eight thematic ‘market stalls’ shared knowledge, allowed for critical assessment of ideas, projects and issues and offered the potential to foster dialogue. Areas covered by the marketplace included the Principles, Standards and Practices Taskforce, the New Technologies Advisory Council, CHI Secretariat, CHI Supervisory Board, the launch of the new CHI website, the Netherlands, Romania, Spain, Sweden and the UK.

- Global training on child helplines in emergencies, involving child helplines from Chile, Peru, Palestine, Iraq, Lebanon, Thailand, Pakistan and Uganda
- Girl Power Monitoring and Evaluation (M&E) workshop, with participants from Bangladesh, Nepal, Ethiopia, Ghana, Liberia, Zambia, Bolivia and Nicaragua
- Crisis Intervention training for the child helpline in Honduras

### Results 2012

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<th><strong>37 child helplines</strong></th>
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<td>• France to Spain</td>
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<tr>
<th><strong>16 issue-based trainings involving</strong></th>
<th><strong>40 members</strong></th>
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<tr>
<td>• Resource Mobilisation training in Ethiopia, involving child helplines</td>
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<tr>
<td>• Call response trainings, benefiting child helplines from Bangladesh, Benin, Ivory Coast, Pakistan, Sudan, Togo and Zambia</td>
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<tr>
<td>• KPMG BRIGHT Project training, involving child helplines from Namibia and South Africa</td>
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<tr>
<td>• Online Counseling Training for child helpline from Colombia</td>
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<tr>
<td>• Alliance Day for all target countries from the 2 Dutch Alliances, involving members from Bolivia, Colombia, Ethiopia, Nepal, Nicaragua, Pakistan, Sierra Leone, Sudan, Uganda and Zambia</td>
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<tr>
<td>• Community based strategy workshop for members from Afghanistan, Bhutan, Ethiopia, India, Maldives, Nepal, Pakistan and Sri Lanka</td>
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<tr>
<td>• New Tech Working Group meeting in Dublin, involving members from Denmark, Finland, Greece, Ireland,</td>
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<tr>
<th><strong>1 Regional Consultation (MENA)</strong> involving</th>
<th><strong>29 participants</strong></th>
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<tr>
<th><strong>1 International Consultation involving</strong></th>
<th><strong>220 participants</strong></th>
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The Research, Advocacy and Policy Council and the Child Impact Assessment Taskforce. Issues related to specific regions were also discussed.

**Evaluating the International Consultation**

CHI developed an evaluation form for the 2012 International Consultation which was anonymously completed by 124 participants. Overall, the feedback received was very positive and participants found the meeting to be inspiring and informative. We asked participants to rate the overall quality of the International Consultation on a scale of 1 to 10 (1 meaning poor and 10 meaning excellent), and we can proudly announce that the overall rating, as assigned by the participants, averaged an 8.2

The next CHI International Consultation is planned for 2014, hosted by Childline/NSPCC in the United Kingdom.

**Challenges**

Knowledge sharing among members of the ever-growing global network continues to be vital and in high demand. It is important to manage expectations in line with CHI’s human and financial capacity. CHI understands the importance of tapping the existing knowledge within the network and should intensify this knowledge exchange by using strong child helplines with a track record of setting quality standards in prevention and protection to form a pool of experts and develop innovative training models.
Stakeholder meeting in Ecuador

Happy, sad boxes, Sri-Lanka

New Technologies Working Group meet in Dublin

Call response training in Sudan

Call response training, Burkina Faso

Outreach and community-based strategy workshop in Sri Lanka
Chapter 2

Working With Telecommunications

CHI’s Objective:
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

Key Achievement 2012:
• 6 child helplines gained free-of-cost status
It is vital that children and young people are able to access helplines free-of-cost. Children often do not have the means to pay for a telephone call or a text message, even when they need help. Use of a phone belonging to a parent or another adult can be difficult for children who risk being detected due to the potential costs incurred. No child should ever be denied access to help and support because he or she cannot afford it. Experience shows that child helplines which have free-of-cost numbers receive ten times more calls on average than child helplines that do not. CHI works with the telecommunications sector to ensure that all children are able to contact a child helpline free of charge and to reduce the burden of telecoms costs on child helplines.

**Obtaining free-of-cost telephone numbers for child helplines**

Over the last ten years CHI has been advocating for easy to remember, short-digit, free-of-cost telephone numbers allocated to child helplines worldwide. During 2012, CHI successfully worked with child helpline organisations in six targeted countries to have short, free-of-cost telephone numbers allocated and assigned to national child helplines. Six child helplines have converted to a toll free number this year. These were Burkina Faso, Cameroon, Lesotho, Madagascar, Netherlands and Pakistan.

**Challenges**

Free-of-cost status for outgoing calls is also important for child helplines. The costs associated with making outgoing calls and text messages can place significant financial strain on child helplines who may have to use precious resources to cover these costs, channeling funds away from other critical aspects of their work. It is often difficult to obtain free-of-cost support for incoming and outgoing calls. Many telecoms regulators and authorities are linked to government, meaning that the clearance of free-of-cost status can sometimes be held up as governmental positions shift and change. This situation creates challenges for CHI in terms of planning and securing free-of-cost numbers for members.

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**Always There mobile app launched**

We are excited to announce that CHI’s member, Kids Help Phone, has launched Canada’s first app, putting youth in touch with professional help and support. In a password protected space, the app connects users to Kids Help Phone professional counsellors via phone or live chat at the touch of a button. It also features indispensable content from Kids Help Phone’s library of clinically endorsed information, and it introduces two exclusive mobile features: the Feelings Log is a calendar that invites young people to track how they are feeling each day using face icons and colours, and the Stress Buster is a bank of tips, jokes and inspirational quotes with an option for youth to submit their own. The app has been available for download since December 2012 and in the first months of operation has received 2,800 downloads/contacts. Download the app here: [http://www.kidshelpphone.ca/teens/phoneus/alwaysthere.aspx](http://www.kidshelpphone.ca/teens/phoneus/alwaysthere.aspx)
New Communication Technologies Advisory Council

During CHI’s International Consultation in 2010, the membership requested that CHI should set up an advisory body to advise CHI on developments in new communications technologies. CHI selected the council members from a cross-section of sectors in 2012, with funding from C&A. The New Communications Technologies Advisory Council met twice in 2012; in May in Amsterdam and in October in Durban and have began working on three activities:

1. Collate an overview of technologies currently used by child helplines by taking stock of existing services for children and young people. Disseminate the collected information and make it available on CHI’s website.
2. Monitor trends and developments in ICTs and assess the relevance of advancements for child helplines.
3. Devise strategies to engage with the telecoms sector to promote awareness of online protection for children and help ensure free-of-cost numbers for access to child helplines.

New Technologies Working Group Europe

This group has met five times since it was set up in 2008. It was originally set up as a pilot group related to new media and communication technologies for European membership. The New Technologies Working Group, consisting of 15 European child helplines, met in November 2012 in Ireland. Topics discussed included video as a marketing tool, opportunities for child helplines to partner with Google, chat counselling, new technologies in managing volunteers and involving children through new media. Child helplines participating in this meeting were Denmark, Finland, Germany, Greece, Hungary, Ireland, The Netherlands, Poland, Romania, Spain, Sweden and UK.

Results 2012

6 Free of cost helplines obtained
- Cameroon – 116
- Lesotho – 116 (now with national coverage)
- Madagascar – 511
- Netherlands – De Kindertelefoon – 116 111
- Pakistan – Madadgaar – 1098

10 times more calls received by child helplines with a free-of-cost short telephone number compared to child helplines that do not have this resource.
Don Bosco launches 116 in Sierra Leone with support from airtel

Asociata Telefonul Copilului with support from Romtelecom celebrate its 116 111 child helpline together with children from Romania

The National Family Safety Programme launches its 116 111 child helpline service in Saudi Arabia

O2 promotion of Safetyline number 116 111 in the Czech Republic
Chapter 3

Strengthening Child Protection Systems

CHI’s Objective:
*Strengthening national child protection systems by improving data collection and use, and advocating before key decision makers.*

Key Achievements 2012:
• 85% of full members submitted data for annual *Connecting to Children* publication
• Sixth Violence Against Children Report published and disseminated
• Research, Advocacy and Policy Advisory Council recommendations implemented
• 1 Child Protection Services mappings report published
• 2 Briefing Papers
• May 17— a special briefing paper on Violence Against Girls
• 24 conferences attended
• 12 global partnerships maintained
Data behind the CHI story

Child helplines are easy for children to access and are perceived as safe and trustworthy. Children all over the world contact child helplines to express their fears, worries, thoughts and concerns. Child helplines are thus in a unique position to have direct access to invaluable insights into the lives of children and young people.

With its vast network across the globe, CHI is able to collect data on the reasons for contacts made by children and young people with child helplines. This information is extremely valuable in terms of understanding the needs and concerns of young members of society, their fears and vulnerability. This data is published annually in Connecting to Children, the flagship publication of CHI. In 2012 some 85% of CHI’s members submitted data on the contacts they received from children and young people. Together, the members of the CHI network had received nearly 13 million contacts over phone, email, chat and text messages. The publication was released at the International Consultation of Child helplines in Durban, October 2012.

While child helplines are an important tool in the child protection system in a country, the data collected by them and compiled by CHI, as well as the recommendations submitted to the UN Committee on the Rights of the Child, are extremely important for advocacy on strengthening the protection system and policies at the national and global level.

Following up on the recommendations of CHI’s advisory council on the Research, Advocacy and Policy Advisory (RAP Council), CHI intensified its efforts to use the data for evidence-based advocacy at all levels. The data questionnaire was simplified to make it easier for the member child helplines to submit their data. The RAP Council’s recommendation to engage with regional and international bodies was implemented in 2012.

The Sixth Violence Against Children report was published with data from as many as 101 child helplines. This report complements the efforts being made by the UN Secretary General’s Special Representative on Violence Against Children, Ms. Marta Santos.
There is a need for strengthening the data collection and analysis. Often the children themselves can provide you with information about what it is the children need.”

Agnes Akosua Aidoo, Vice-Chairperson and Rapporteur for the UN CRC

Challenges

Prevailing political uncertainty, continuing impact of the global economic crisis and disasters, natural or man-made, have had an impact on child helplines as well as on CHI’s data collection. Any adversity in society has a bearing on child helplines as they have to stretch their capacity to respond to children and young people. This impedes data collection, because responding to and protecting children always takes priority. Many child helplines are also struggling to install state of the art software for data collection because of financial constraints.

Evidence-based advocacy

CHI made several presentations with data at regional and international conferences, as a result of which UNICEF and other international organisations invited CHI to participate in several policy influencing conferences and meetings.

In 2012 CHI began efforts to improve its database management in preparation for its 10th anniversary in 2013. Various forms of data collected since 2002 were migrated into tables for ease of analysis and production of data publications. With support from C&A Foundation, CHI set up a team of academics from the University of Amsterdam to streamline its data, which can now be shared with researchers and academic institutions for in-depth studies.

In partnership with the International Programme for Elimination of Child Labour of the International Labour Organisation, CHI conducted research and published a joint report entitled “Child migrants in child labour: An invisible group in need of attention.”

Continuing with the publication of thematic reports CHI issued a thematic briefing paper on Listening to Girls and presented it to the Ministry of Foreign Affairs of The Netherlands on 17 May to mark the International Child Helpline Day. The Minister for European Affairs and International Cooperation issued a statement calling for more attention to the plight of girls in developing countries.

On the Universal Children’s Day CHI released the Durban Declarations (p19) of the child
Results 2012

Research, Advocacy and Policy Advisory Council held its second meeting

1 Child Protection Service Review report issued

3 Child Protection Services Reviews completed
   • Kenya, Bangladesh and Burundi

1 Thematic Briefing Paper on Listening to Girls issued on 17 May, International Child Helpline Day

1 report with the ILO-IPEC on Child Labour published

Conferences, high-level meetings and workshops attended
   • ICT and Media Week, organised by Conn@ct.Now partner War Child Holland in Uganda
   • Tackling Child Cruelty in the EU, EU Parliament, Brussels
   • Missing Child Alert, Regional Workshop, India
   • 2nd Global Conference on Child Sexual Abuse in Africa, Accra, Ghana
   • Global Conference on Strengthening Child Protection Systems in Sub-Saharan Africa, Dakar, Senegal,
   • Workshop on Strengthening Child Protection Systems, New Delhi, India
   • Meeting of the African Committee of Experts on the Rights and Welfare of the Child, Addis Ababa, Ethiopia
   • Rio+20 Summit, Rio de Janeiro, Brazil
   • UNECOSOC Summit, New York, US
   • Annual Ministerial Review of ECOSOC, New York, US
   • CITEL meeting, Argentina
   • IIN-OAS board meeting Costa Rica
   • Child Rights Committee, League of Arab States, Cairo, Egypt
   • NGO Advisory Council to the SRSG on Violence Against Children, New York, US
   • 3rd Pan African Forum on Plan towards Making Africa Fit for Children, Addis Ababa, Ethiopia
   • CIES conference Puerto Rico
   • Meeting of the Experts on Data, Stockholm, Sweden
   • Presentation at side event of Human Rights Council, Geneva, Switzerland
   • Presentation to the UN High Commissioner for Human Rights, Ms Navi Pillay, Geneva, Switzerland
   • ITU-Global Regulators Summit 2012, Colombo, Sri Lanka
   • CIVICUS General Assembly, Montreal, Canada
   • ISPCAN Global Conference, Istanbul, Turkey
   • Launch of the Global Violence Against Children Report, Brussels, Belgium
   • 7th European Forum on the Rights of the Child, Brussels, Belgium
   • Copenhagen Conference on Children’s Rights and the Prevention of Child Poverty, Copenhagen, Denmark
   • NAACH Board Meeting, New York, US

16 reports submitted to the Committee on the Rights of the Child, with child helplines mentioned in 10 of the Committee’s Concluding Observations, and both General Comments
helpline network calling on the international community and governments to support them in protecting children.

**CHI recognised for role in strengthening child protection**

The International Society for Prevention of Child Abuse and Neglect (ISPCAN) awarded CHI its first Multi Disciplinary Team award recognising its role in prevention of child abuse and neglect.

CHI also participated in 12 regional and global conferences, where data was used for evidence-based advocacy through presentations and interventions. Also, CHI Regional Representatives and members of the network attended several conferences, workshops and seminars to make presentations and advocate for strengthening child protection systems.

**Challenges**

CHI had aimed to start reviewing Child Protection Services in target countries to identify best practices and gaps in services available to the children and young people who were contacting child helplines for care and support. A lack of resources turned this into an uphill task. However, a review of Kenyan Child Protection Services was published and was well received in and outside the country.

The most daunting challenge that CHI faces is the harmonised collection of data and the scarcity of resources to undertake thematic studies. Budgetary constraints have become a major obstacle in CHI’s desire to attend or be represented at more conferences and workshops.

“Having an integrated child protection system where different capacities come together will not only respond better to children’s needs, it is also cost effective.”

Susan Bissell, Head Child Protection UNICEF
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.

In 2012 CHI continued its engagement with the Research, Advocacy and Policy Council to bolster its own capacity to use the data for research and advocacy.

Taking forward its partnership with the United Nations Economic and Social Council (UNECOSOC) CHI attended the meeting in New York during February and later in the year submitted an Oral Statement for the Annual Ministerial Review of ECOSOC. This was the first time that CHI made such an effort at the international level.

In January 2012 CHI met with the United Nations High Commissioner for Human Rights, Ms Navi Pillay, and presented the global data to her. CHI was invited to attend the annual meetings of the Human Rights Council and make interventions during the debates. Continuing to work with the UN Special Representative to the Secretary General (UNSRSG) on Violence in Schools organised on the sidelines of the Human Rights Council meeting in March 2012. Taking the partnership forward CHI launched the report of the NGO Advisory Council to UNSRSG at the European level at a ceremony at the European Commission in Brussels in June.

As detailed on p29, the partnership with the International Programme for the Elimination of Child Labour of the International Labour Organization (ILO-IPEC) resulted in a joint report “Child migrants in child labour: An invisible group in need of attention,” which included data from selected child helplines.

CHI continued to play a pivotal role in the South Asia Initiative to End Violence Against Children (SAIEVAC), which has now become the first apex body recognised by the South Asian Association for Regional Cooperation (SAARC) based in Kathmandu. With the support of CHI, nine child helplines in South Asia have now formed an umbrella organisation, South Asian Association for Child (SAACH) Helplines, which is working closely with SAIEVAC.

The African Union Commission, the African Committee of Experts on the Rights and Welfare of the Child, and the Civil Society Forum attached to it welcomed the continued engagement of CHI. At the 3rd Pan African Forum organised by the African Union Commission, representatives of children from Africa called upon governments to establish child helplines in every country on the continent.

Partnership with UNICEF at the global and regional level was further strengthened in 2012. CHI accepted an invitation to attend the global conference and workshop on strengthening child protection
systems. The Director of Child Protection at UNICEF Headquarters attended the
International Consultation of Child Helplines in Durban, South Africa, October 2012
and chaired a couple of sessions.

UNICEF also requested data from CHI for its presentations on violence and abuse in sports
ahead of the London Olympics in 2012. At the global and regional level UNICEF has
repeatedly requested that CHI contribute its data and expertise on listening to children
for inputs into its efforts to strengthen child protection systems.

In the Americas and Caribbean region CHI further strengthened its partnership with
CITEL – the regional network of National Regulatory Authorities (part of the Organization
of American States). CHI was also invited by INN-OAS (the child rights body of the
Organisation of American States) to join its board as an observer.

In the MENA region CHI was invited to make presentations at meetings of the Child Rights
Committee of the League of Arab States. In October CHI and the Child and Youth Initiative
in the MENA region signed a Memorandum of Understanding to strengthen their partner-
ship to promote child rights and child protection in the region.

**Challenges in 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 because of various reasons beyond the control of CHI, such as the change
in governance of partner organizations, turnover of the staff collaborating on projects
with CHI and also at times the shift in priorities of the partnering organizations. 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 priorities.
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 and CHI, with 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 research institute 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 afford 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.

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 benefit 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 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 congruous 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 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.

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**CHI organised an Alliance Day for all target countries from the 2 Dutch Alliances, involving members from Bolivia, Colombia, Ethiopia, Nepal, Nicaragua, Pakistan, Sierra Leone, Sudan, Uganda and Zambia.** The gathering took place after the International Consultation in Durban, South Africa, with the objective of sharing their knowledge, experiences, lessons learned and challenges. It also provided an opportunity to better understand the needs of the child helpline members in the MFS II target countries and the support that can be provided by the CHI Secretariat. The major recommendations made by all members were to increase exchange of information between members of the two alliances and to prepare plans for beyond 2015.

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### Highlights of CHI’s capacity building efforts in 2012 with Alliance countries

**Girl Power Programme**

- M&E Training in Amsterdam with all Girl Power Countries (except Pakistan who could not attend due to visa issues)
- Fundraising training in Ethiopia (Uganda also attended from the Conn@ct.Now Alliance)
- Call Response training in Bangladesh
- Call Response training in Zambia
- Community Outreach workshop held in Sri Lanka, attended by CHI’s members from 9 countries of which four were MSFII: from Ethiopia, Bangladesh, Nepal and Pakistan

**Conn@ct.Now Programme**

- Online Counselling training in Colombia
- MFS II workshop held in Durban South Africa, child helplines from Colombia, Uganda, and Sudan attended the sessions. Burundi was represented by the Ministry of International Solidarity and the UNICEF country office and is in the phase of setting up a child helpline. The representative from South Sudan was not able to attend.
- Contact Management training in Sudan
- Global training for Child Helplines in Emergencies attended by Ugandan Partner UCRNN (Madadgaar also attended from the Girl Power Programme)
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 2012, CHI communicated with its existing donors via email, newsletters and personal contact. Twenty-two project proposals were submitted to a wide range of funders by the Management Board of CHI. Seven were successful. This result has led to a review of CHI’s investment in fundraising, looking at what has worked well and what lessons can be learnt. Currently the Management Board of CHI is leading the fundraising efforts and in 2013 will appoint a Fundraising Consultant to support them in proposal writing.

In 2012 the total expenditure on Resource Mobilisation was €7333 (2011: €3567)

CHI was awarded the CBF Quality Seal for fundraising organisations in The Netherlands (CBF Keurmerk) 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.

With the CBF accreditation CHI can raise funds with a broader range of donors in The Netherlands and increase its brand awareness and support base amongst the Dutch public.

See www.CBF.nl for more information.

Continuity reserve

CHI wants to ensure sustainability of the organisation so that in case of a funding shortage its operations are not affected. Each year, CHI collects membership fees from its child helpline members. In 2012, the fee was €100 per year. This has been increased to €125 per year as of 2013, approved by the General Assembly of Child helpines at the International Consultation in South Africa.
**Challenges**

CHI has a good track record in funding its programmatic activities but faces challenges in attracting core operational support. Although, there are some funders who support CHI by funding both programmatic and operational costs; in 2013, CHI will seek partnerships with organisations that recognise CHI’s unique position as both a secretariat of the Global Network of Child helplines network and increasingly as a data bank for child helpline data.

CHI is keenly aware of its dependence on one large donor, the Dutch Ministry of Foreign Affairs. In 2013 CHI will focus on donor diversification in a bid to reduce this dependency.

**Ethiopia: Resource Mobilisation training:**

In line with its objective of providing service to child helplines and its efforts to support its members in their own fundraising efforts, CHI organised a Resource Mobilisation training in Ethiopia in January 2012, hosted by Enhanced Child Focussed Association (Ethiopia) and in collaboration with the Resource Alliance. CHI members from Ethiopia, Kenya, Malawi, Mozambique and Uganda attended the five-day training. The core objective of the training was to equip delegates with the skills needed to get funding and resources to support the ongoing sustainability of their child helplines. The training was also an opportunity to share many good ideas and practices, and to motivate others to try new approaches to fundraising. The inspiring meeting culminated in a commitment from all delegates to keep in contact and to consider pursuing ideas to put together joint funding proposals.
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.

Throughout 2012, Child Helpline International (CHI) further developed a harmonised planning, monitoring and evaluation (PM&E) system to report on achievements and progress within the two new Dutch alliances CHI is a part of for the 2011-2015 funding period (see page 34 for more information on the Dutch alliances).

The PM&E system developed under the two alliances allows CHI to maintain a transparent and systematic level of accountability, both within the alliances and outwardly to the different stakeholders and donors. Moreover, the mechanisms of this PM&E system also form the basis for more general organisational and programme learning. Continuous reflection on our work is important to indentify success factors and improve on lessons learned, which in turn will lead to a greater impact of the work that we are doing.

With this in mind, CHI conducts yearly planning exercises, mid-term reviews and annual reviews to examine the progress made on our work plans and make changes where necessary.

**Impact Assessment – The CHI Child Impact Assessment Advisory Council**

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 indentify expertise within the network to come together as the Child Impact Assessment Advisory Council.

In late 2012, a number of individuals were named after a simple selection process:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organisation</th>
<th>Position</th>
<th>Country</th>
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<tbody>
<tr>
<td>Ms. Irene Nyamu</td>
<td>Childine Kenya</td>
<td>Executive Director</td>
<td>Kenya</td>
</tr>
<tr>
<td>Ms. Trine Natasja Sindahl</td>
<td>Børnetelefonen</td>
<td>M&amp;E expert</td>
<td>Denmark</td>
</tr>
<tr>
<td>Mr. Erik Ott</td>
<td>De Kindertelefoon &amp; Bureau Jeugdzorg</td>
<td>Child Helpline Manager</td>
<td>The Netherlands</td>
</tr>
<tr>
<td>Ms. Kim Litchfield</td>
<td>BoysTown and Kids Helpline Australia</td>
<td>Senior Researcher</td>
<td>Australia</td>
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The Child Impact Assessment Advisory Council will have its inaugural meeting in 2013 and will undertake the first steps in defining their work by creating a terms of reference.

**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 – see further information about this on page 36.

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

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

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

**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 no complaints in 2012.

**Mid-term evaluation**

In 2013, CHI looks forward to the mid-point in its strategic phase (2011-2015) and will appoint an independent expert to carry out a mid-term evaluation of its progress in reaching its objectives.

**Transparency**

As in previous years, in 2012 CHI submitted its Annual Report 2011 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 incorporated in the Annual Report 2012.
Looking forward to 2013

2013 is the third year in CHIs current strategic phase (2011-2015)

In line with this strategic phase the targets for 2013 are:

1. Child Protection Service review in 5 countries (Colombia, Uganda, Pakistan, Sierra Leone and Ghana)
2. Organise 16 brainstorm meetings (pending funding), stakeholders meetings in 15 countries (MFSII), facilitate 7 launches (four pending funding) and 18 peer exchanges (pending funding for 16)
3. Hold five Regional Consultations and 22 capacity building activities at various levels (10 pending funding) and visit 15 members (pending funding)
4. 10th anniversary: Publish 10 year data as 1 global publication and five regional booklets
6. Recruit staff and volunteers as needed
7. Identify donors and grant making organisations in at regional and global levels to fund activities, participation at five Regional Consultations and further implement CHI’s fundraising action plan.
8. 10th Anniversary: Make use of Policy Dialogue at five regional consultations to establish and strengthen partnerships with international and regional partnerships
9. Scope telecom partners to get free of costs telephone numbers for child helplines and to brand CHI

2013: The 10th anniversary of CHI

To mark its 10th anniversary CHI has planned several activities throughout the year in 2013. These activities are aimed at raising the profile of CHI and its member child helplines.

On May 17, the International Child Helpline Day, CHI will publish a briefing paper on “bullying” based on the data we have collected in the past 10 years. CHI will also produce a press release on the topic of International Child Helpline Day based on consultations with members and regional representatives.

With its 10 year data, CHI will release one global data publication and five regional publications, containing analysis of the data on reasons why children and young people contact child helplines and also the emerging trends in different regions. The global data publication will be released in New York, tentatively on October 24, at the Global Policy Dialogue. Similarly, regional data publications will be released at the Regional Policy Dialogues and Regional Consultations in the five regions, beginning June 26 in Europe.

CHI will also publish a report on the recommendations child helplines have submitted to the UN Committee on the Rights of the Child, and the impact of these recommendations. The report is expected to be released in September 2013 during the meeting of the Committee on the Rights of the Child in Geneva. We will again submit the 2012 annual report to the Dutch transparency prize.
Mid-term evaluation of strategic period (2011-2015)

2013 is the half-way point in CHI’s current strategic period (2011-2015), therefore CHI will contract an external evaluator to conduct an evaluation of CHI’s progress towards achieving its three strategic objectives. The outcome of this evaluation will be used as input to the development of the next strategic phase (2016-2020). CHI will also share overall recommendations from the evaluation with members and stakeholders.

In 2013, CHI will review its resource mobilisation efforts and increase investment by engaging a fundraising consultant who will focus on scoping opportunities with corporate donors and foundations.

At time of writing the annual budget for 2013 is 1.75 million Euros.
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 organisational 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 (123 full member child helplines as per January 2013), see page 45 for details
2. Supervisory Board with five Regional Representatives and three Supervisory Committee members
3. Management Board (Managing CHI Secretariat)
4. CHI Secretariat

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.

   *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, fulfill the role in cooperation with CHI
Regional Representatives until end 2012 (unpaid)
Regional Representative Africa Irene Nyamu (Kenya)
Regional Representative Americas and Caribbean Barbara Prado (Peru)
Regional Representative Asia Pacific Madhav Pradhan (Nepal)
Regional Representative Europe Sheila Donovan (Spain)
Regional Representative Middle East and North Africa Khalifa Al Jaber (Qatar)

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 2012 (unpaid)
Chair Jeroo Billimoria
Secretary Kees Peijster
Treasure Willem Bröcker (until April 2012)
Anita Nijboer (as of May 2012)

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

Patron of CHI Baroness Valerie Howarth

In 2012, The CHI Supervisory board met twice, the main issues discussed were:

Taskforces or Working groups
Historically the Management and Secretariat rely greatly on the work and advice from Regional Representatives in the so-called taskforces or working groups. Depending on the subject and the kind of advice requested by the Management Board, these taskforces or working groups can have participants with general Child Helpline expertise or with expertise on a specific subject related to Child Helplines.

Advisory Councils
The Management Board and the Supervisory Board are able to jointly appoint Advisory Councils. The function of an Advisory Council is to assist and advise the Management Board and Supervisory Board, when requested, by providing relevant advice and making proposals to the Management Board. Example is the Research, Advocacy and Policy Advisory Council with academic experts within and beyond the network.
3. The Role of the Management Board

- To conduct daily activities of the Foundation in accordance with its strategic plan, which normally covers a period from three to five years. At the same time, the Management Board conducts the activities in accordance with the Foundation’s annual plan and budget.
- To act in accordance with the expenditure guidelines and the budget approved by the Supervisory Board.
- To report to the Supervisory Board on an 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 2012 (paid)

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td>Nenita La Rose</td>
<td>1 FTE</td>
</tr>
<tr>
<td>Head of Operations</td>
<td>Helen Mason</td>
<td>0.8 FTE</td>
</tr>
<tr>
<td>Head of Policy &amp; Research</td>
<td>Ravi R Prasad</td>
<td>1 FTE</td>
</tr>
<tr>
<td>Head of Programmes</td>
<td>Leen Decadt</td>
<td>1 FTE</td>
</tr>
</tbody>
</table>

4. The CHI Secretariat

The CHI Secretariat serves the needs of the global Child Helpline network, 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 19 people (15.54 FTE) and 16 volunteers as on 31 December, 2012.
The General Assembly of Child Helplines met in Durban South Africa, 18 October 2012. The following key decisions were taken by the General Assembly:

1. The General Assembly of Child Helplines approved the amendment proposed by the Management Board and supported by the Supervisory Board: 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.

2. The General Assembly of Child Helplines approved the proposal to increase the membership fee from €100 to €125, effective as of 2013 with the proviso that a waiver scheme be instituted for child helplines under severe financial constraints.

3. The General Assembly of Child Helplines approved a new approach in CHI’s resource mobilisation strategy: the introduction of a Friends of CHI model to attract support form a wide range of stakeholders.

4. Nomination of Representatives

<table>
<thead>
<tr>
<th>Region</th>
<th>Regional Representative</th>
<th>Deputy Regional Representative</th>
<th>PSP Taskforce Representative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>Octavia Tivane (Mozambique)</td>
<td>Sarata Ly (Senegal)</td>
<td>Yisrak Kebede Wasie (Ethiopia)</td>
</tr>
<tr>
<td>America and Caribbean</td>
<td>Barbara Prado (Peru)</td>
<td>Altagracia Chapman (Aruba)</td>
<td>Floribel Thomas (USA)</td>
</tr>
<tr>
<td>Asia</td>
<td>Ilya Smirnoff (Thailand)</td>
<td>Amber Davies (New Zealand)</td>
<td>Ganga Iddamalgoda (Sri Lanka)</td>
</tr>
<tr>
<td>Europe</td>
<td>Sheila Donovan (Spain)</td>
<td>Catalina Florea (Romania)</td>
<td>Erik Ott (Netherlands)</td>
</tr>
<tr>
<td>MENA</td>
<td>Ohaila Shomar (Palestine)</td>
<td>Tahani Majhad (Saudi Arabia)</td>
<td>Ola Omari (Jordan)</td>
</tr>
</tbody>
</table>

Decision: The General Assembly approved the nominees presented.
The Membership

- 173 member child helplines worldwide

Supervisory Board

- 5 Regional Representatives (nominated by the members)
- 3 Supervisory Committee Members

Taskforces and Advisory Councils

(taskforce participants nominated by the child helpline members)

CHI Secretariat

Management Board

Team

Objective 1 - 30%

Objective 2 - 4%

Objective 3 - 15%

MFS-II Coordination - 9%

Special Projects - 1%

Human Resources - 1%

Finance - 5%

Administration - 5%

Governance - 1%

Education - 1%
In 2012 CHI worked with volunteers based in The Netherlands in accordance to the needs of the organisation. CHI would like to thank the following volunteers for their valuable support during 2012.

Financial summary 2012

Time spent per activity
January - December 2012

Objective 1 - 30%
Objective 2 - 4%
Objective 3 - 15%
MFS-II Coordination - 9%
Special Projects - 1%
Human Resources - 1%
Finance - 5%
Administration - 5%
Governance - 1%
Communication - 1%
Fundraising - 4%
M&E - 3%
Meetings - 5%
Staff Development - 1%
Strategic Planning - 3%
Annual Leave - 9%
Public Holidays - 2%
Sick Leave - 2%

income 2012

UPC Liberty Global, Techno Brain, Contributions in kind (barter deals) 1%
The OAK Foundation 18%
C&A 8%
AGFUND for United Nations Development 1%
Other Donations 1%
KPMG UK 1%
DGIS MFS-II Girl Power Alliance 42%
DGIS MFS-II Conn@ct Now Alliance 25%
European Commission - Daphne III Programme 3%

Expenditures per objective

2007 2008 2009 2010 2011 2012

Objective 1 - indirect costs 30%
Objective 2 - direct costs 3%
Objective 2 - indirect costs 4%
Objective 3 - direct costs 13%
Objective 3 - indirect costs 15%
Objective 1 - direct costs 27%

Young income

2007 - 2012 (€)

2007 - 2012 (€)

2007 - 2012 (€)

2007 - 2012 (€)

2007 - 2012 (€)
Summarised Financial Statements

On the pages 51 to 63 you will find a summary of CHI’s financial statements for 2012. The summary is an unabbreviated copy of the balance sheet as of 31 December, 2012, the statement of income and expenditure for 2012, 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 15 March 2013. These summary financial statements have been prepared at a date later than the full financial statements for 2012. 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
<table>
<thead>
<tr>
<th></th>
<th>December 31, 2012</th>
<th>December 31, 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fixed assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible fixed assets</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receivables</td>
<td>52,278</td>
<td>116,945</td>
</tr>
<tr>
<td>Cash at banks and in hand</td>
<td>364,909</td>
<td>316,630</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>417,187</td>
<td>433,575</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Capital</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Freely disposable capital</td>
<td>124,769</td>
<td>94,712</td>
</tr>
<tr>
<td>Tied-up capital</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Current Liabilities</strong></td>
<td>292,418</td>
<td>338,863</td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td>417,187</td>
<td>433,575</td>
</tr>
</tbody>
</table>
## Statement of income and expenditure for 2012

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income from own fundraising</td>
<td>557,836</td>
<td>520,318</td>
<td>452,716</td>
</tr>
<tr>
<td>Governmental grants</td>
<td>1,350,366</td>
<td>1,505,372</td>
<td>1,245,501</td>
</tr>
<tr>
<td>Membership fees</td>
<td>8,800</td>
<td>-</td>
<td>12,921</td>
</tr>
<tr>
<td>Interest income</td>
<td>10,372</td>
<td>-</td>
<td>6,820</td>
</tr>
<tr>
<td>Gifts and Donations</td>
<td>595</td>
<td>-</td>
<td>845</td>
</tr>
<tr>
<td>Total income</td>
<td><strong>1,927,969</strong></td>
<td><strong>2,025,690</strong></td>
<td><strong>1,718,803</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Spent on purpose</strong></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objective 1</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing adequate services to child helplines</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Direct costs</td>
<td>507,715</td>
<td>553,582</td>
<td>356,361</td>
</tr>
<tr>
<td>Indirect costs</td>
<td>571,398</td>
<td>591,342</td>
<td>668,504</td>
</tr>
<tr>
<td>Total</td>
<td><strong>1,079,113</strong></td>
<td><strong>1,144,924</strong></td>
<td><strong>1,024,865</strong></td>
</tr>
</tbody>
</table>

| **Objective 2**      |               |               |               |
| Working with the telecommunications sector |               |               |               |
| Direct costs         | 59,204        | 59,000        | 46,503        |
| Indirect costs       | 75,149        | 77,772        | -             |
| Total                | **134,353**   | **136,772**   | **102,398**   |

| **Objective 3**      |               |               |               |
| Strengthening national child protection systems |               |               |               |
| Direct costs         | 242,488       | 294,300       | 178,837       |
| Indirect costs       | 290,051       | 300,174       | 257,788       |
| Total                | **532,539**   | **594,474**   | **436,625**   |

| Operational and administrative expenses | 144,574 | 138,120 | 129,855 |
| Own fundraising costs                  | 7,333   | 11,400  | 3,567   |
| Total spent on purpose                 | **1,897,912** | **2,025,690** | **1,697,310** |

| **Result for the year to date**        | 30,057   | -       | 21,493  |
## Cash flow statement

<table>
<thead>
<tr>
<th></th>
<th>€ 2012</th>
<th>€ 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash flow from operating activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remaining budget / Net result (2011)</td>
<td>30,057</td>
<td>21,493</td>
</tr>
<tr>
<td>Adjustment in respect of depreciations</td>
<td>447</td>
<td></td>
</tr>
<tr>
<td><strong>Changes in working capital</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receivables</td>
<td>64,667</td>
<td>46,608</td>
</tr>
<tr>
<td>Current liabilities</td>
<td>46,445</td>
<td>152,483</td>
</tr>
<tr>
<td></td>
<td>18,222</td>
<td>199,091</td>
</tr>
<tr>
<td>Cash flow from operating activities</td>
<td>48,279</td>
<td>221,031</td>
</tr>
<tr>
<td><strong>Cash flow from investment activities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investments in tangible fixed assets</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Net cash flow</td>
<td>48,279</td>
<td>221,031</td>
</tr>
<tr>
<td>Increase in cash and cash equivalents</td>
<td>48,279</td>
<td>221,031</td>
</tr>
<tr>
<td><strong>Movement in cash and cash equivalents</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents as at January 1</td>
<td>316,630</td>
<td>95,599</td>
</tr>
<tr>
<td>Increase in cash and cash equivalents</td>
<td>48,279</td>
<td>221,031</td>
</tr>
<tr>
<td>Cash and cash equivalents as at December 31</td>
<td>364,909</td>
<td>316,630</td>
</tr>
</tbody>
</table>
**Principles of valuation of assets and liabilities**

**General**
The summarised financial statements are prepared in accordance to the accounting principles generally accepted in the Netherlands. The Dutch accounting guideline 650 Fundraising Organisations is applicable. The summarised financial statements are prepared in Euro. Assets and liabilities are valued at face value, unless otherwise indicated.

**Comparison with prior year**
As of 2012, Child Helpline International expenses all purchases related to tangible fixed assets at cost. There is no effect on capital or the result.

**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**
As of 2012, CHI will expense 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.

**Cash flow statement**
The cash flow statement has been prepared applying the indirect method.
# Notes to the balance sheet

<table>
<thead>
<tr>
<th>Tangible fixed assets</th>
<th>Furniture and computers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>January 1, 2011 and December 31, 2012</strong></td>
<td>€</td>
</tr>
<tr>
<td>At cost</td>
<td>11,402</td>
</tr>
<tr>
<td>Accumulated decreases in value and depreciation</td>
<td>(11,402)</td>
</tr>
<tr>
<td><strong>Book value</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Depreciation rates</strong></td>
<td>33 ⅓</td>
</tr>
</tbody>
</table>

**Furniture and computers**

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

<table>
<thead>
<tr>
<th></th>
<th>31-12-2012</th>
<th>31-12-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>€</td>
<td>€</td>
</tr>
<tr>
<td>Prepaid rent and deposit</td>
<td>10,272</td>
<td>10,272</td>
</tr>
<tr>
<td>Grants to receive</td>
<td>6,269</td>
<td>75,342</td>
</tr>
<tr>
<td>Prepayments</td>
<td>508</td>
<td>6,402</td>
</tr>
<tr>
<td>Other receivables</td>
<td>35,229</td>
<td>24,929</td>
</tr>
<tr>
<td></td>
<td><strong>52,278</strong></td>
<td><strong>116,945</strong></td>
</tr>
</tbody>
</table>

Cash at banks and in hand are available on demand.

### Cash at banks and in hand

<table>
<thead>
<tr>
<th></th>
<th>31-12-2012</th>
<th>31-12-2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>€</td>
<td>€</td>
</tr>
<tr>
<td>Deposit ABN AMRO Bank</td>
<td>340,703</td>
<td>295,970</td>
</tr>
<tr>
<td>Current accounts ABN AMRO Bank</td>
<td>23,693</td>
<td>19,505</td>
</tr>
<tr>
<td>Cash in hand (incl. Cheques)</td>
<td>513</td>
<td>1,155</td>
</tr>
<tr>
<td></td>
<td><strong>364,909</strong></td>
<td><strong>316,630</strong></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>€</td>
<td>€</td>
</tr>
<tr>
<td>January 1</td>
<td>94,712</td>
<td>73,219</td>
</tr>
<tr>
<td>Net result</td>
<td>30,057</td>
<td>21,493</td>
</tr>
<tr>
<td>December 31</td>
<td>124,769</td>
<td>94,712</td>
</tr>
</tbody>
</table>

**Of which:**

- Freely disposable capital (continuity reserve)  
  - 2012: 124,769  
  - 2011: 94,712  
- Tied-up capital  
  - 2012: 0  
  - 2011: 0  

**Total:**  
- 2012: 124,769  
- 2011: 94,712

### 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 wants 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 Wijffels code” this reserve should not exceed 1.5 times the operational costs. On 31 December 2012, 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 2012 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 by the donors.
<table>
<thead>
<tr>
<th>Current liabilities</th>
<th>31-12-2011</th>
<th>31-12-2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>€</td>
<td>€</td>
</tr>
<tr>
<td>Received in advance</td>
<td>87,273</td>
<td>159,880</td>
</tr>
<tr>
<td>Social security costs and wage tax</td>
<td>35,623</td>
<td>30,454</td>
</tr>
<tr>
<td>Holiday pay and days</td>
<td>35,623</td>
<td>36,258</td>
</tr>
<tr>
<td>Other liabilities (short-term creditors)</td>
<td>133,849</td>
<td>112,271</td>
</tr>
<tr>
<td></td>
<td>292,418</td>
<td>338,863</td>
</tr>
</tbody>
</table>

**Contingencies and commitments**

**Long term financial obligations**
The annual amount of rental commitments in respect of buildings amounts to € 43,465 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

<table>
<thead>
<tr>
<th>Income from own fundraising:</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>UPC/Liberty Global</td>
<td>€ 6,000</td>
<td>€ 6,000</td>
</tr>
<tr>
<td>Contributions in kind (barter deals)</td>
<td>€ 1,600</td>
<td>€ 27,180</td>
</tr>
<tr>
<td>The OAK Foundation</td>
<td>€348,255</td>
<td>€267,347</td>
</tr>
<tr>
<td>C &amp; A</td>
<td>€143,625</td>
<td>€110,710</td>
</tr>
<tr>
<td>Arab Gulf Fund for United Nations Development</td>
<td>€14,764</td>
<td>€17,556</td>
</tr>
<tr>
<td>Techno Brain</td>
<td>€7,000</td>
<td>€0</td>
</tr>
<tr>
<td>Other Donations</td>
<td>€16,078</td>
<td>€0</td>
</tr>
<tr>
<td>KPMG UK</td>
<td>€20,514</td>
<td>€23,923</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Governmental grants:</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>DGIS MFS II</td>
<td>€1,289,844</td>
<td>€1,154,171</td>
</tr>
<tr>
<td>European Commission - Daphne III Programme</td>
<td>€60,522</td>
<td>€91,330</td>
</tr>
</tbody>
</table>

| Total                           | €1,908,202 | €1,698,217 |

The European Commission funding requires CHI to co-finance its award on a contractual basis; CHI met this requirement in 2012 which was 60% of the total project budget.

During the year an amount of approximately €1,600 (2011: € 27,180) has been received as in-kind donations (barter deals or services performed in-kind). The specification reads:
Service or item received | 2012 | 2011
--- | --- | ---
€ | €

De Brauw Blackstone Westbroek | Use of meeting rooms | 1,100 | 800
Intel BV | Laptop donation | 500 | 1,380
Pricewaterhouse Coopers | Salary administration* | 0 | 25,000

1,600 | 58,224

*Previously CHI was supported in-kind by Pricewaterhouse Coopers but the agreement ended in 2011.

Gifts
During the year, the following gifts have been received.

| 2012 | 2011 |
--- | --- |
€ | €

Gifts and online donations | 595 | 845

595 | 845

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 free-of-cost 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.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Wages (incl Social sec. costs)</td>
<td>452,405</td>
<td>59,499</td>
<td>229,648</td>
<td>741,552</td>
</tr>
<tr>
<td>Staff development</td>
<td>8,121</td>
<td>1,068</td>
<td>4,122</td>
<td>13,311</td>
</tr>
<tr>
<td>Accommodation</td>
<td>32,854</td>
<td>4,321</td>
<td>16,677</td>
<td>53,852</td>
</tr>
<tr>
<td>Running costs (Stationary, printing etc)</td>
<td>8,233</td>
<td>1,083</td>
<td>4,179</td>
<td>13,495</td>
</tr>
<tr>
<td>Running costs (communication)</td>
<td>16,535</td>
<td>2,175</td>
<td>8,394</td>
<td>27,104</td>
</tr>
<tr>
<td>Governance costs (board)</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Governance costs (consultancy and accountancy)</td>
<td>9,656</td>
<td>1,270</td>
<td>4,901</td>
<td>15,827</td>
</tr>
<tr>
<td>MFS II Coordination costs</td>
<td>7,416</td>
<td>975</td>
<td>3,765</td>
<td>12,156</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>34,040</td>
<td>4,477</td>
<td>17,279</td>
<td>55,796</td>
</tr>
<tr>
<td>Interest expense / Bank changes</td>
<td>2,138</td>
<td>281</td>
<td>1,086</td>
<td>3,505</td>
</tr>
<tr>
<td></td>
<td>571,398</td>
<td>75,149</td>
<td>290,051</td>
<td>936,598</td>
</tr>
<tr>
<td>Total budgetted costs</td>
<td>591,342</td>
<td>77,772</td>
<td>300,174</td>
<td>969,288</td>
</tr>
</tbody>
</table>

The costs of the remuneration (salary, social security costs, pension and health insurance contribution) of the Executive Director (FTE 1.0) amounted to €93,299. This is well below the DG norm as guided by the Code Wijffels.

The average number of employees during the year 2012 was 15.54 (2011: 15.3 FTE’s and 2010:15 FTE’s). The increase was mainly due to the maternity coverage for two staff.
Analysis of budget compared to realisation.
Overall costs at CHI are well controlled for the year 2012. However, there were some reforecast in the budget primarily due to additional funding and reassignment of priorities. This resulted in increased spending in Objective 1.

For example,

1. Where training took place on Monitoring and Evaluation in December 2012 with partners from the Girl Power Programme (See table above) using additional funds generated by PLAN Netherlands.

2. CHI worked with its donors to reallocate funds to a project to continue its efforts to materialise a specialised guide on the role of Child Helplines in conflict zones. With this guide CHI aims to assist Child helplines in conflict zones.

NB: In-kind donations and membership fees are not included in the annual budgeting process. All unspent amounts (€82,772) are carried to 2013 with the agreement of donors and partners.

Operational and administrative costs (page 52)
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 (page 52)
The income statement is presented so that the expenditure against the objectives of both the current and previous years are shown.
Other information

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

The result appropriation is as follows:

<table>
<thead>
<tr>
<th></th>
<th>€</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tied-up capital</td>
<td>0</td>
</tr>
<tr>
<td>Continuity Reserve</td>
<td>30,057</td>
</tr>
</tbody>
</table>

This result appropriation is processed accordingly in the financial statements.
Independent auditor's report
To the Supervisory Board of stichting Child Helpline International

The accompanying summary financial statements, which comprise the balance sheet 31 December 2012, the statement of income and expenditure 2012, the cash flow statement and the related notes, are derived from the audited financial statements of stichting Child Helpline International for the year ended 31 December 2012. We expressed an unqualified audit opinion on those financial statements in our report dated 15 March 2013. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by the Dutch Accounting Standard 650 “Fundraising organisations”. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of stichting Child Helpline International.

Management’s responsibility

Management is responsible for the preparation of a summary of the audited financial statements on the bases described in the principles of valuation of assets and liabilities and the determination of results.
Auditor’s responsibility

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

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of stichting Child Helpline International for the year ended 31 December 2012 are consistent, in all material respects, with those financial statements, in accordance with the principles of valuation of assets and liabilities and the determination of results.

Amsterdam, June 19, 2013

Deloitte Accountants B.V.

Signed on the original
M.G.W. Quaedvlieg
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.

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