

TELEFONO AZZURRO



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About Telefono Azzurro

In 2011 Telefono Azzurro is turning 25, a quarter of a century spent in the defence of children and adolescents' rights.

Telefono Azzurro was the first association in Italy to commit in favour of children. The first to listen them through the first telephone line dedicated entirely to them, even on those things that was common opinion shouldn't be treated.

Our history and our origins are deeply rooted into listening and understanding children and adolescents. Today, Telefono Azzurro is an association that has managed to adjust to changing times and to the Child's new needs. Beside the National Counseling Center "Centro Nazionale di Ascolto", our centres are present all over the Italian territory. Even in an emergency, we are able to intervene in serious situations for the benefit of children and adolescents. We manage the national call centre for Children emergencies (114), and one call centre to report missing children (116.000). Since the begin, we have been focusing on prevention, also on an international level, to help building a society truly involved in

protecting children and adolescents, respecting their diversity. Over the years, we have always been searching for the most advanced tools and means to better respond to child's demands and to communicate with them with increasing ease and effectiveness.

We have always been a permanent observatory over Child's conditions, able to face rapidly new emerging issues: for example, those linked to new technologies or to family's breaking up. During all these years, we have never been alone. We have been able to rely on donors support, on volunteers, cooperation of agencies and institutions who shared our values.

Still a lot has to be done to affirm a true culture of children's rights. It is a challenge, nowadays more than ever before, that requires everybody's partaking and responsibility. In fact, conditions and potential threats for children and adolescents and their right to grow peacefully are rapidly changing.

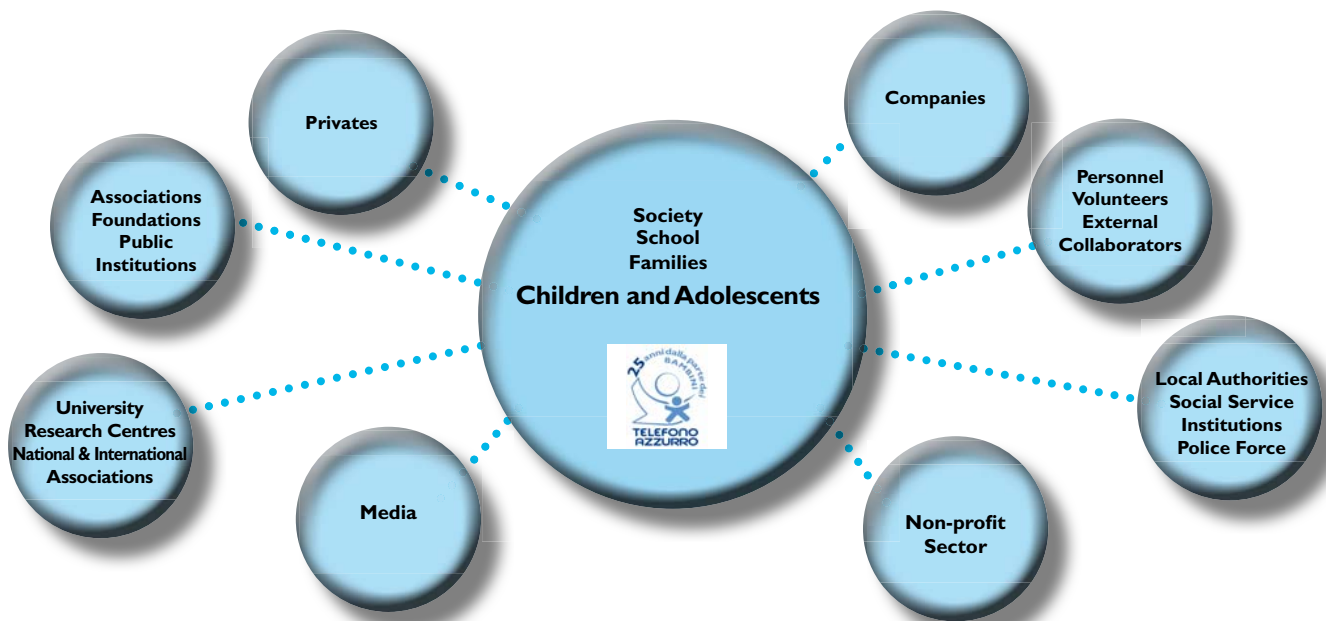
Our challenge is to assert the Children's full right to be listened and to participate, in order to make them protagonists of their own future.



The Added Value

The added value of the activity done by Telefono Azzurro is the contribution to the creation of a culture of the Child's rights and of the respect for the Child. We were the first to listen to the call for assistance from children and adolescents, and we were the first to give voice to the discomfort of children in difficulty. Since its start in 1987, Telefono Azzurro is a reference point for troubled children and for all those people

committed to defend them and protect their rights. Our story is the story of a growth. We have developed new methods and operational tools for listening, intervention and prevention. We keep playing a role as a privileged observatory of children in our Country, which allows us to detect new potential threats promptly. We have always been at the frontline, side to side with children and adolescents.



OUR ACTIVITY

LISTENING

The "Centro Nazionale di Ascolto" (National Counseling Centre) offers a telephone counseling service through the two lines 1.96.96 and 199.15.15.15

1.96.96

Is a toll free number active countrywide, 24/24 hrs, 365 days per year, which allows children and adolescents to report abuse and mistreatment and to talk about relationship problems with peers, siblings, parents, traumatic events or loneliness, all to trained and experienced professionals.

In 2011 we handled 1,112 cases and provided 198 consequent consultancies.

199.15.15.15

Is the institutional line dedicated to adults (relatives, teachers and other professionals working with children) willing to report suspected abuse and mistreatment against children, pose questions on their wellbeing, or ask for advice / assistance in handling such situations.

In 2011 we handled 1,256 cases and provided 536 consequent consultancies.

ch@tta con Telefono Azzurro (Telefono Azzurro ch@line)

Is an online counseling service via chat, which was opened with the aim of offering different contact options, allowing the user to choose the means that makes him/her feel more at ease. It is open every day from 4:00 pm to 8:00 pm and it is accessible through the website www.azzurro.it. The new online service has widened the counseling options and the freedom of choice of children and adolescents.

In 2011, the service has received 1,200 requests and handled 218 cases.

ACTION

114 Childhood emergency (114 Childhood emergency)

Is a 24/7 emergency hotline service that anyone can contact, free of charge, to report cases of emergency or danger involving children and adolescents who live in Italy. The website www.114.it offers an online counseling service and a confidential chat line to report cases of emergency or danger involving children.

116.000

Is the line dedicated to anyone willing to report a case of disappearance, sighting, or finding of a child or adolescent, whether Italian or foreign. The service operates 24 hrs, and it records, reports and promptly alerts the competent police forces. Besides the 116.000 line, there is an online forum on www.116-000.it for reporting the disappearance or sighting of a minor via internet.

During 2011, 116.000 service has received 9,993 calls, 307 of which were related to new reports, findings, sightings, and updates on cases of missing children.

Telefono Azzurro Local Centers

Based on the long experience in the management and prevention of hardship, in 2011 Telefono Azzurro has carried out its activities through several of Local Centers, with the goal of ensuring a presence and a more widespread action, and aware that they can act more effectively to protect Italian and foreign children and adolescents by keeping in mind the specific characteristics and needs of the territory, Il Tetto Azzurro di Treviso (The blue roof of Treviso) is included in the Telefono Azzurro's network. Since 2005, it has been managing situations of abuse and maltreatment for children in the Belluno and Treviso areas, offering diagnostic, treatment and intervention services, in collaboration with the Judicial Authority.

Our Activity

Emergency Team

This project has been implemented in cooperation with the Child Study Center of Yale University (U.S.), and it has been further improved by Telefono Azzurro. Set up with the assistance of the Ministry of the Interior Affairs as a pilot project in Treviso (1999), the Emergency Team relies on the presence of trained professionals involved every day of the year, 24 hours a day, along with Regional agencies, in situations where children are victims or witnesses of violence.

Children and Imprisonment

The project aims to protect and support children and adolescents who experienced the imprisonment of a parent. The project is carried out in several prisons throughout the country, in collaboration with the Ministry of Justice and the Department of Penitentiary. On June 30th, 2011, 5,747 minors have used Telefono Azzurro playrooms in 16 prisons where the association is present. Only in the prisons of Milan, our volunteers met 5,117 families and 7,910 children.

18,840 is the number of hours provided by volunteers and Telefono Azzurro operators to the project Children and Imprisonment.

PREVENTION

School

The school is one of the main areas of intervention for Telefono Azzurro, which works with teachers, students and parents, offering training as well as educational programs, and workshops with a specific focus on the most common problems regarding infancy and adolescence.

This service was acknowledged in 2005 by the Ministry of Education as an "Ente Formativo" (Training Organization), which allowed the strengthening of training programs.

In October 2010, a Memorandum of Understanding has been signed between Telefono Azzurro and the Ministry of Education, University and Research, with the goal of creating a partnership to implement the educational activities of Telefono Azzurro in schools, fight bullying, and prevent school drop-out phenomena.

During 2011, the Sector School-Education of Telefono Azzurro has created 426 workshops that involved 10,120 children on bullying, risks related to the use of the Internet, children rights, and multiculturalism. It organized 56 training sessions attended by 2,500 teachers and 107 parents, and further 107 training activities with the participation of 540 adults and 2,200 children.

Progetto "Dico NO! alla violenza", (Project "I say NO! violence"), - promoted by the Ministry for Equal Opportunities and Telefono Azzurro - has worked on prevention of bullying, abuse, and promotion of Internet safety, through 89 workshops and 9 training sessions that involved 1,850 children and 280 adults (parents and teachers).

LIM : Progetto Fondazione Telecom (Telecom Foundation Project) Telefono Azzurro and the Telecom Italia Foundation have developed the first training project designed for interactive whiteboards (IWB). The project will involve students and teachers in an interactive programme on the themes of the Treviso Charter and children rights, and will focus on bullying, internet safety for children, and child labour. Within the educational sector, an extensive planning and networking activity, aimed at fostering an "agreement policy" with all the authorities and agencies that, at different levels, are institutionally committed to protecting child rights and children's well-being.

In this context, the following Memoranda of Understanding have been signed:

MIUR - Ministry of Education, University and Research - (October 2010);

AICS - the Italian Association for Culture and Sport - (April 2011);

Associazione 50&PIU' (currently under subscription)

Telefono Azzurro carries out prevention and raises awareness through:

- **Centro Studi, (Research and Documentation Centre)**, which aims to promote a permanent observatory on childhood and adolescence, also by processing the primary data from the National Center for Listening. The Research and Documentation Centre gathers documentation and materials at national and international level, develops studies and research on issues of major interest for the age of development, in particular the discomfort and emergency, and produces contents on the theme of childhood and adolescence.
- **Rapporti, i Quaderni e i Video di Telefono Azzurro** Reports, Booklets and Videos of Telefono Azzurro dedicated to children's rights, for the benefit of children, adults and teachers.
- **Azzurro Child**, the official house organ of the Association, provides with reports on activities and projects implemented by the Association.



www.azzurro.it, the website of the Association

International Networks

Telefono Azzurro has always highlighted the importance of sharing knowledge and best practices exchange with its counterparts. The Association, in collaboration with other organizations, institutions, and services for the prevention of physical and psychological abuse and for the fight against pedophilia, is committed to promoting an ongoing fruitful debate regarding the instruments and strategies for a child friendly environment in Europe.

Telefono Azzurro is member of the following international organizations:

CHI - Child Helpline International - an international helpline network supporting children and adolescents, which is operating in 133 countries.

MCE Missing Children Europe - European Federation for Missing and Sexually Exploited Children. It represents 28 Non Governmental Organisations operating in 19 Member States of the European Union and Switzerland.

IN HOPE - international association that promotes cooperation between hotlines in the world, gathering over 36 hotlines in 31 countries. Its mission is the fight against child pornography on Internet and the protection of young people from harmful and illegal uses of the Web.

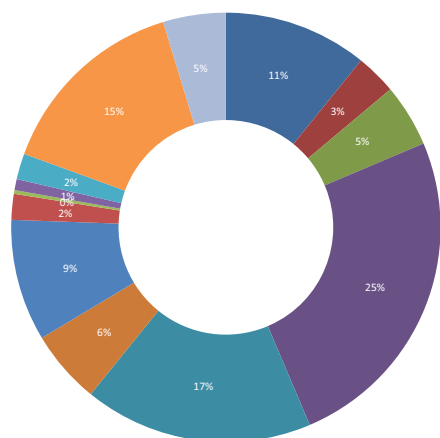
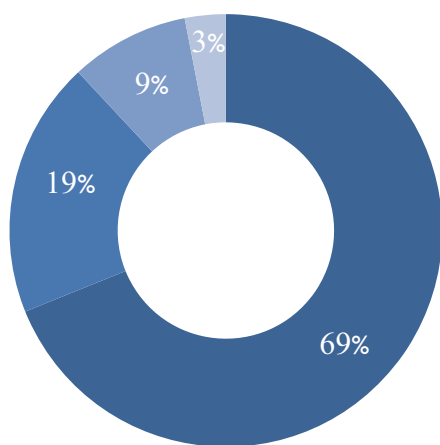
ICMEC - International Centre for Missing & Exploited Children - This centre is leading a global initiative to protect children from sexual exploitation and abduction.

In 2011 took place an historic meeting titled "The World's Children and the Abuse of Their Rights", conducted by SOS Il Telefono Azzurro Onlus and the International Centre for Missing & Exploited Children (ICMEC), in collaboration with Ospedale Pediatrico Bambino Gesù and the Mayo Clinic. The objective of the forum was to raise global awareness about the growing problem of the abuse of the rights of children, and to work with global leaders in order to develop a plan to address the problem on a worldwide basis. The "Declaration of Rome" - a document containing a detailed action plan for protecting children worldwide - was released at the conclusion of the forum.

2011 Financial Statement

STATEMENT OF ASSETS

Receivables from shareholders for contributions due	3.850
FIXED ASSETS	
Intangible assets	77.022
Tangible assets	873.053
Financial assets	20.556
Total Assets	970.631
Current assets	
Inventories	23.555
Credits	3.266.620
Short-term financial assets	3.865.175
Cash and cash equivalents	1.107.103
Accrued and prepaid expenses	120.112
Total current assets	8.382.565
TOTAL ASSETS	9.357.046
Balance sheet liabilities and equity	
Equity	7.089.811
Provisions for risk and charges	533.387
Post employment benefits	229.490
Debts	1.360.797
Accrued and prepaid expenses	143.561
Total liabilities and equity	9.357.046
MEMORANDUM ACCOUNTS	
Bank Guarantees	727.568



MANAGEMENT STATEMENT

Reclassified by type of cost

INCOME	
Contributions and donations	2.187.916
Income from organisation of events	1.577.710
Agreements and Project Funding	2.144.604
Membership fees	1.350
Inventory obsolescence	47.110
Total income	5.958.690
MANAGEMENT EXPENSES	
Personnel expenses	-2.854.873
National Events Material	-943.747
Disclosure and awareness material	-320.374
Third party services expenses	-759.356
Telephone and communication	-246.371
Rents and facilities operating expenses	-335.492
Postal and bank consignments	-112.562
Depreciation and devaluations	-90.499
Maintenance, stationery and other office costs	-103.848
Books, subscriptions and membership fees	-11.568
Insurance	-34.695
Imputed social contributions (subscriptions)	-57.545
Other operating expenses	-10.277
Total operating expenses	-5.881.207
Risk fund accruals and others	-763.231
Funds set for 2011	-
Provision for inventory of obsolescence	-23.555
Provision for clearance Telefono Azzurro Srl.	-10.000
Use of set funds	479.211
Financial income (charges)	-43.421
Extraordinary income (charges)	-113.457
Operating taxes	-26.957
OPERATING SURPLUS	-423.927

ALLOCATION 2011

Non Profit Performance Benchmark

Institutional Activities	69%
Awareness creation and fundraising	19%
Management and organisation	9%
Other	3%

2011 DETAILS OF INSTITUTIONAL ACTIVITIES

Toll free number 1.96.96	11%
Institutional Line 199.15.15.15	3%
Line 116.000	5%
Line 114	25%
Local Centres	17%
Treviso Tetto Azzurro	6%
Voluntary Service	9%
Study and Research Centre	2%
International Activity	0%
Mediafriends Project	1%
Institutional Activity	2%
Information and Creating Awareness	15%
Other Projects	5%

The 2011 Telefono Azzurro Financial statement was subjected to external auditing by Reconta Ernst & Young.

PRIVACY (Decree 196/03), concerning the processing of personal data and the protection of privacy.

QUALITY CERTIFICATION Telefono Azzurro's helplines are managed and implemented in all their steps, according to the Quality Management System, certified UNI ES ISO 9001:2008.

Future goals

- Creation of a website dedicated to risk behaviors, with direct involvement of children.
- Strengthening of the services dedicated to missing children, through the line 116,000 and with the creation of a Centro Nazionale Bambini Scomparsi (National Center for Missing Children) and the activation of the Sistema Allarme Scomparsa Minori (Alarm System for Missing Minor).
- Integration of listening channels through new technologies.
- Commitment in advocacy actions in favor of children.
- Further integration and development of voluntary services.
- Increase presence in collaborative EU projects.

How to support Telefono Azzurro?

DAMMI IL CINQUE

Allocating the 5 % income tax to Telefono Azzurro does not cost anything. Just sign the tax return pane dedicated to non-profit organizations and enter the tax code number 92012690373.

DIRECT DEBIT

by downloading the registration form from the website www.azzurro.it

BANK TRANSFER

to IBAN IT 28 A 02008 02480 000101257157
payable to Account: SOS Il Telefono Azzurro Onlus
Via Marconi, 1 - 40122 Bologna

CREDIT CARD

Visiting the website www.azzurro.it or calling toll 800.410.410

WEDDING and CHRISTMAS SOLIDARITY

Visiting the website www.azzurro.it or writing to raccoltafondi@azzurro.it

BEQUESTS

writing to lasciti@azzurro.it

COMPANIES

Through partnerships, addressing requests to raccoltafondi@azzurro.it

VOLUNTEER

Help us to help, become a VOLUNTEER.
Call 800.090.335 or write to coordinamentovolontari@azzurro.it



All donations to Telefono Azzurro are tax deductible; you must retain proof of payment.

Idea and production by

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