

Hrabri telefon

Mali zaslužuju veliku pažnju

**Annual activity
report 2023**



Brave Phone for Children

(116 111)

The Brave Phone program has been continuously implemented since 1997. The national helpline for children operates under the free and anonymous European harmonized number 116 111. This service is available every working day from 9 AM to 8 PM.



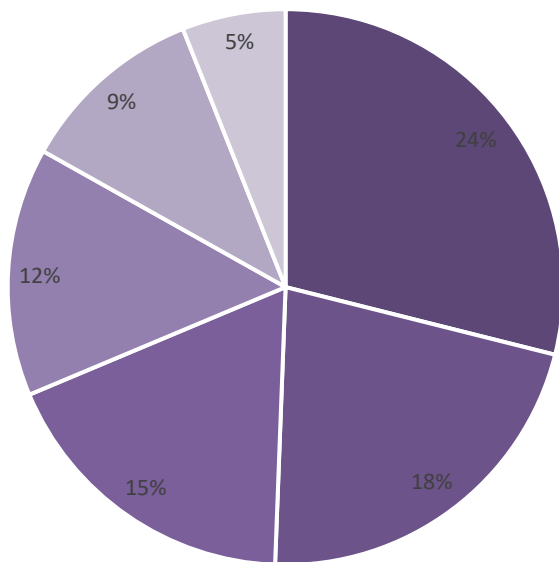
COUNSELLORS: Senior students and graduates from helping professions (social work, psychology, pedagogy, and Faculty of Education and Rehabilitation Sciences) are specially trained to provide telephone counseling for children and parents.

In 2023, 83 volunteers participated on the childrens helpline.

USERS: children and adolescents

HELPLINE: From January 1, 2023, to December 31, 2023, Brave Phone for Children received a total of 1,031 calls. Out of these, 391 calls required further processing.

Distribution of calls on the topic of mental health - the most represented categories of calls in 2023



■ Suicidality ■ Self-harm ■ Depression ■ Anxiety ■ Loneliness ■ Panic attacks

Brave Phone for children was most often called for topics related to mental health difficulties (48%), abuse and violence (43%), information seeking (31%), family relationships (28%) and peer relationships (18%). .

When it comes to mental health calls, the difficulties involved were:

- **Suicidality (24%)**
- **Self-harm (18%)**
- **Depression (15%)**
- **Anxiety (12%)**
- **Loneliness (9%)**
- **Panic attacks (5%)**

Brave Phone for
Moms and Dads
(0800 0800)

The Brave Phone program, which has been continuously implemented since 2013 on the number 0800 0800.

Brave Phone for Moms and Dads is a free, anonymous and confidential helpline that parents and other adults can call to seek support and help for their child and family.

Working hours: every working day 9-20 hours



Od šume ne vidite drvo?

I RODITELJIMA TREBA PODRŠKA

COUNSELLORS: senior students and graduates of the faculties of helping professions (social work, psychology, pedagogy, Faculty of Education and Rehabilitation Sciences), specially trained to provide telephone counseling for children and parents.

USERS: parents, experts in working with children, other adults concerned about children in the area.

From 01.01.2023. until 31.12.2023. we received 1,222 calls, of which 923 have been processed.

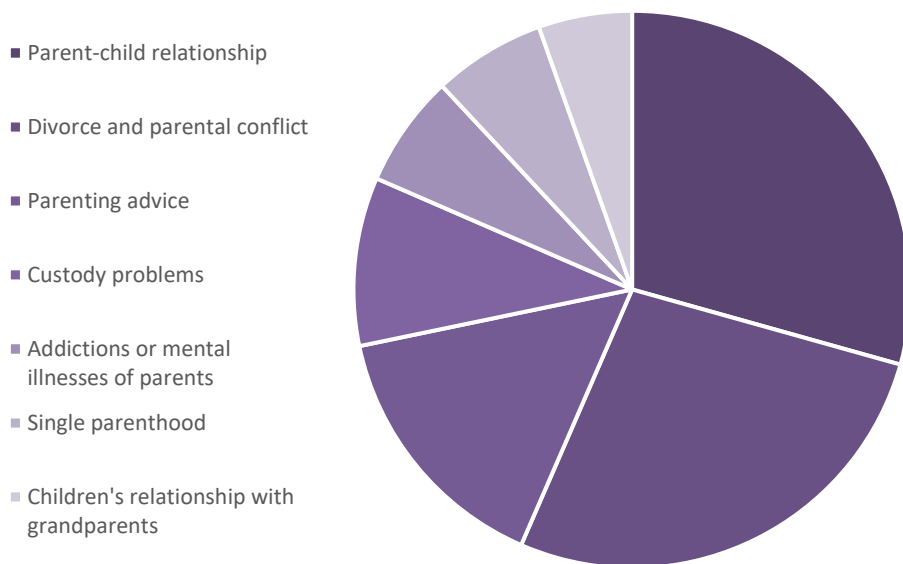
In the year 2023, 83 volunteers volunteered.

Distribution of calls with the topic of family relations - the most represented categories of calls in 2023

The Brave phone for Moms and Dads was most often called for the topics of family relationships (63%), abuse and violence (36%), school-related topics (23%), psychosocial difficulties and mental health of children and young people (18%) and developmental difficulties (17%).

When it comes to calls related to family relationships, the largest number were related to:

- Parent-child relationship (27%)
- Divorce and parental conflict (25%)
- Parenting advice (14%)
- Custody problems (9%)
- Addictions or mental illnesses of parents (6%)
- Single parenthood (6%)
- Children's relationship with grandparents (5%)



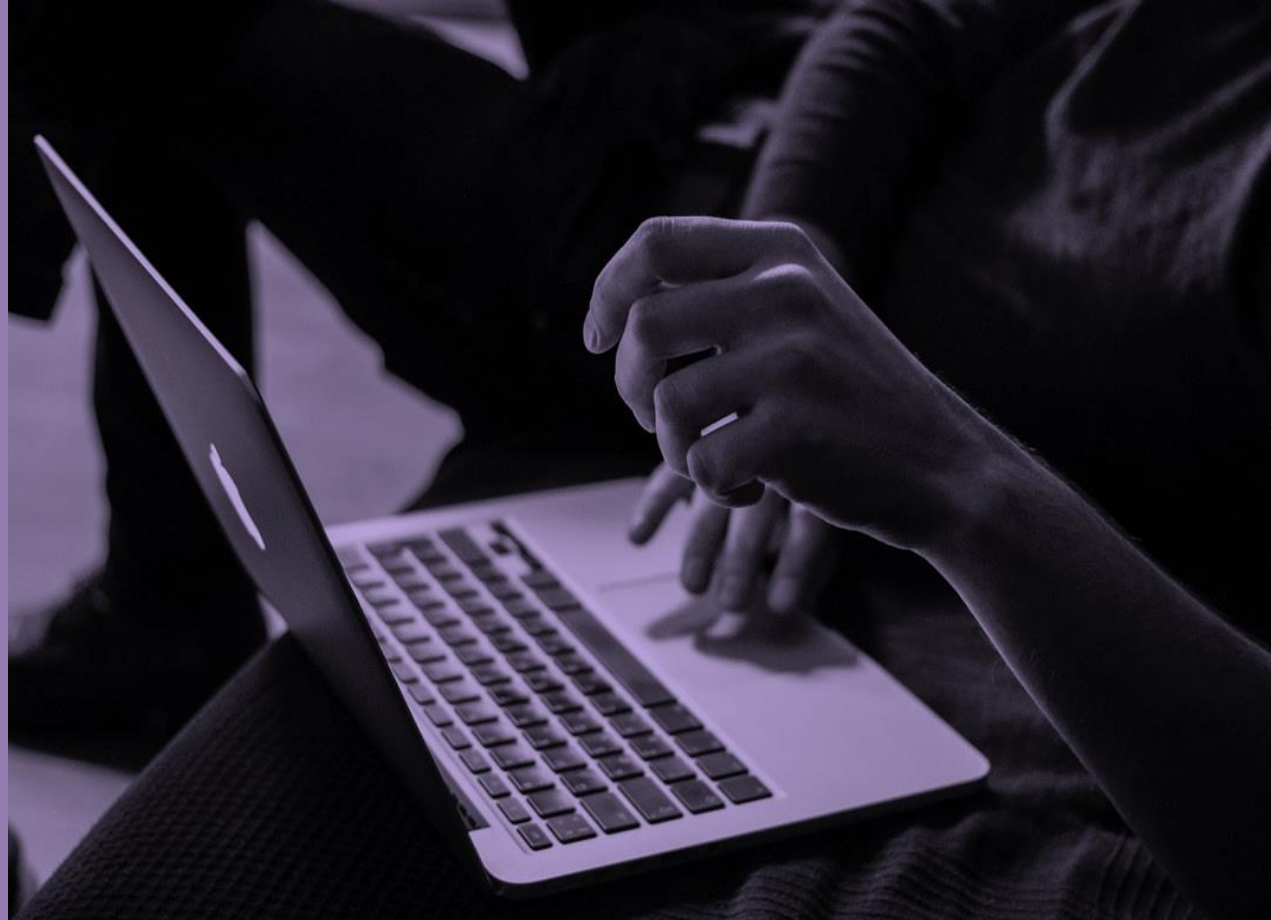
The Brave Phone for Moms and Dads is most often called by female adults (81%), most often mothers, but also other adults concerned about the child's well-being.

E-SAVJETOVANJE

Status: the Brave Phone program, which has been continuously implemented since 2009.

E-counseling is available via e-mail, chat, forum or Facebook. Counselors are available live on chat every afternoon, while other e-counseling channels can be contacted at any time. A response is expected within 3 working days.

Working hours of the chat: every working day from 15:00 to 19:00.



COUNSELORS: senior students and graduates of the faculties of helping professions (social work, psychology, pedagogy, Faculty of Education and Rehabilitation Sciences), specially trained to provide telephone counseling for children and parents.

In 2023, 62 volunteers volunteered at the e-counseling program.

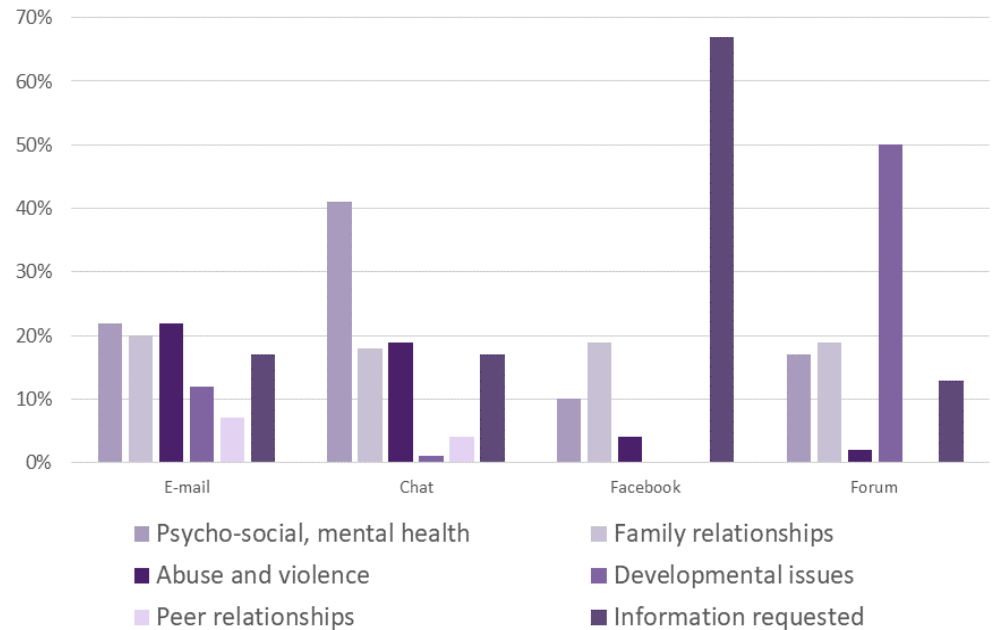
USERS: children and young people, parents, experts in working with children, adults concerned about children in their environment.

In 2023, a total of 1,540 inquiries were received from children, their parents, experts who work with children and other adults.

When it comes to e-counseling, the largest number of children and young people contact Brave Phone via chat, with 49% of inquiries (748) received via chat. More than 57% of queries are advisory (281) or informative (145).

Another channel of written communication available to users is the e-mail. Of the total number of inquiries received, 98% go into further processing, and more advisory (453) than informative (244) inquiries were received.

E-counseling topics



Of the total number of inquiries received via e-counseling, 3% came via Facebook (42 inquiries) and 2% via the Brave Phone forum (cybermed.hr, 35 inquiries).



Feedback of the e-counseling program and helplines:

Mom, email:

Thank you very much, you have already helped me a lot with these wonderful words! You even made me cry from the warmth of your kind words!

It is nice to have this kind of help. I know it's hard for you to read everything and understand all of us parents, there are all kinds of us... but you do a wonderful job, and I thank you very much for selflessly helping us when it's most difficult for us!

Concerned neighbor, parent line:

Thank you for doing what you do, you do it every day, I believe you also volunteer. I think you are doing a fantastic job, kudos to you!

Girl (18), children's line:

I will recommend you to all my girlfriends to call when they are having a hard time. If I could give you a rating of 10, I would.

Dad, email:

I was very touched by all of this, as well as the content of your text, because it can be seen that it was written from the heart and out of a desire to help someone; I'm sorry that I don't know your name to thank you personally, but I believe that this is the policy of your organization. I thank you from the bottom of my heart.



COMMUNITY CENTER BOROVJE

Status: the Brave Phone program, which has been continuously implemented since 2001. Children's House Borovje (since 2020 Community Center Borovje) is an example of good practice in strengthening the local community, and among its activities it offers preventive - socialization workshops, speech therapy exercises and individual help with learning.

Location: Ulica Bože i Nikole Bionde 7, Zagreb.

Working hours: every working day 9-20 hours.

All activities carried out by volunteers (preventive-socialization workshops, learning assistance and speech therapy exercises) are held once a week, lasting 60 minutes.



VOLUNTEERS: mostly students of helping professions (social work, psychology, social pedagogy, etc.) with completed education on group/individual work with children.

In the work of the Community Center Borovje in 2023, **70 volunteers were involved who completed more than 3,000 volunteer hours.**

USERS: children from 4 to 18 years old, parents and cooperating organizations.

In 2023, the activities covered more than 520 direct beneficiaries and more than 9000 indirect beneficiaries in the community.



Preventive - socialization workshops

The program provides participants with creative and age-appropriate content aimed at early prevention of behavioral difficulties. Mandatory contents of the program are communication, self-esteem and self-care, family and peers, tolerance, social awareness and responsibility - prosocial behavior and activity in the local community.

The program is also aimed at strengthening the capacity of the local community and providing support to parents by monitoring the children's progress. It is continuously evaluated internally and externally and networks with other institutions in the local and wider community, to provide comprehensive and quick support and assistance.

In the year 2022/2023 **54 participants** were enrolled (54% boys, 46% girls), divided in 8 groups , 4 each for preschoolers and 4 for schoolchildren.

In the year 2023/2024 **47 participants** (54% boys, 46% girls) were enrolled, divided in 8 groups, 4 each for preschoolers and 4 for schoolchildren.



Socialization,
creativity and fun



Help with learning and speech therapy exercises

Children are included in the mentioned programs on the recommendation of experts and school teachers or on their own initiative by parents/guardians. Learning assistance is aimed at developing learning skills and techniques, encouraging motivation and shaping/maintaining the child's work habits. Speech therapy exercises are aimed at children with learning, reading or writing difficulties.

In the school year 2022/2023, **24 children** were enrolled in these individual programs (19 for learning assistance and 5 for speech therapy exercises) (54% boys and 46% girls). The average age of participants of learning assistance is 11 years, while the average age of participants of speech therapy exercises is 6 years.

In the school year 2023/2024, **27 children** were enrolled in these individual programs (21 for learning assistance and 6 for speech therapy exercises) (63% boys and 37% girls). The average age of participants in learning assistance is 12 years, while the average age of participants in speech therapy exercises is 6 years.

We learn how to learn





COOPERATION WITH BOROVJE ELEMENTARY SCHOOL

With the aim of identifying the needs of the local community and achieving high quality services within the Borovje Community Center, during 2023 numerous collaborations were realized with Borovje Primary School, such as marking relevant dates such as "International Family Day", "Pink T-shirt Day", "World mental health day" and similar. In addition to such events, cooperation with the school included regular referrals of users to the work of the Center, holding workshops, etc.



ACTIVITIES HELD DURING 2023

Held 34 selection interviews with new volunteers

40 creative and socialization workshops were held

Held two basic training courses for volunteers

Held a series of workshops, Hrabri start - 7 workshops in the 1st gymnasium and 2 workshops in the Health College

70 volunteers involved in the implementation of the program

A cycle of media literacy workshops was held - 8 workshops in the Health School and 3 workshops in the First Gymnasium.

3,007 volunteer hours achieved

The final performance of the participants of the prevention and socialization workshops was held in cooperation with the KNAP theater

Held 40 supervisions for volunteers

A public event was held on the occasion of "International Family Day"

Held 6 further education sessions for volunteers

Workshop "Joint Game" held for parents and children on the occasion of "Children's Week"

233 meetings of preventive - socialization workshops were held (101 children)

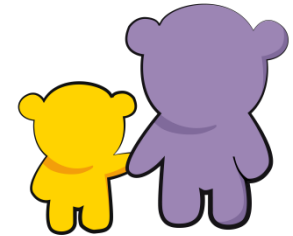
3 electronic violence prevention workshops were held in Borovje Elementary School

Held 342 learning support meetings with 26 children

More than 200 posts were published on Facebook and Instagram of the "Social Center Borovje"

Held 127 speech therapy exercises with 11 children

Feedback from parents and volunteers



Parents of children who participated in the activities :

- For the third year (son) has been attending the Center's workshops, which mean a lot to him, and the Center has already become an extended part of our family. V. improved in behavior and socio-emotional skills. Many thanks for the great work of the Center, which not only meets expectations, but also more.
- He has become more open, talks maturely, and communicates with adults as well. He expresses himself more easily, he expresses himself more creatively. It seems to us that he has more self-confidence.
- She is happier and more satisfied with each passing hour.
- More relaxed, more independent, safer, happier.

POWER OF FAMILY

The Brave Phone program, which has been continuously implemented since 2004.

Family strength includes:

- individual and family counseling for children and parents
- School for Parents program
- workshops to strengthen children's social competence
- workshops to strengthen the psychological resilience of children - victims of domestic violence

Location: Community center Borovje, Bože i Nikola Bionde 7, separate coordination

Working hours: Mon-Fri, 8am-8pm



In 2023, a total of 108 users were included.

ASSOCIATES:

coordination team of the Community Center Borovje, preschools and primary schools in the local community, Center for Social Welfare, other related civil society organizations and health institutions.

ADVISORS:

mental health experts (psychologists, social workers, pedagogues, social pedagogues), educated or in education in a psychotherapy field, under mandatory supervision and continuous professional training.

USERS:

children and young people (from 7 to 18 years old), parents or other guardians.



Levels of prevention in the Counseling Center:

- primary - work with children and parents from the general population
- secondary - work with children at risk, single-parent families, families in the process of divorce/divorced parents and families at risk referred from the centers for social welfare.
- tertiary - work with users with a moderate or high level of risk referred from the centers for social welfare, who already have a measure of family legal protection and those who have been temporarily deprived of parental care with the aim of preventing the separation of children from the family, as well as providing help in achieving the conditions for the return of the child to the family.

Activities:

- **75 parents and 33 children were involved in individual and family counseling; total of 400 consultation meetings were held.**
- **2 cycles of the School for Parents program; total of 21 parents (14 mothers and 7 fathers) were included in the school for parents.**
- **1 cycle of workshops to strengthen children's social competence was conducted, where a total of 6 children (4 boys and 2 girls) were involved.**

Networking and collaboration:

The counseling center is an active member of the informal Network of psychosocial counseling centers for users at risk, formed within the framework of the ACF project that began in 2021. together with 15 civil society organizations in the area of Zagreb and Karlovac County).

Feedback from users of the counseling center:



Workshops to strengthen children's social competences:

- "I liked the happiness and laughter at the workshops the most."
- "I liked it when we made sounds out of our emotions."
- "The presenters are very entertaining and interesting."

School for parents:

- "I will try to apply other positive experiences in our upbringing of the child."
- "It helped me because I had certain doubts about, let's say, "dealing" with a child, so I found out the answers through the School and inquiries."

Psychosocial counselling:

- "My mood improved. More patience with children, I control myself more, situations when I reach my 'upper limits' are rarer."
- "I learned to control and redirect bad thoughts and calm down in certain situations."

Psihosocijalna podrška roditeljima i djeci s teškoćama u razvoju

Status: three-year program „Violence against children with developmental disabilities” of the Brave Phone and the iLab Center, which is implemented from December 2023 to December 2026 (this is the 2nd three-year grant in a row, the program has been active since 2019)

Services:

- telephone and e-consultation
- assessments of sensory integration for infants
- assessments of sensory integration for preschool and school-age children

Locations:

- Brave Phone, Bože and Nikola Bionde 7
- Center iLab, Maksimirska 94

Working hours: Mon-Fri, 8am-8pm

NASILJE NAD DJECOM S TEŠKOĆAMA U RAZVOJU



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TEAM MEMBERS: Mental health experts (psychologists, social workers, pedagogues), volunteers - final year students of auxiliary faculties on the phone lines, and educational rehabilitators and social pedagogues who conduct assessments of sensory integration.

USERS: Parents and siblings of children with developmental disabilities and children with developmental disabilities.

In 2023, a total of 20 users was included.

In addition to the already mentioned services, in this first year of implementation, additional education for volunteers on the topic "Autism Spectrum Disorder" was organized.

Assessments of sensory integration:

- 9 children and their parents participated in the assessment of sensory integration. The children are aged from 1.5 to 3 years.
- 11 children and their parents participated in the assessment of sensory integration. The children are aged from 3 to 9 years.

NASILJE NAD DJECOM S
TEŠKOĆAMA U RAZVOJU



Feedback from users

- apart from the child, we also saw big changes in us parents. We understand the child and the causes of his behavior much better, so we react much better.
- a wonderful experience of empowering children and parents
- the first to diagnose the disorders, recognize what he needs and explain to us parents how to behave when
- professional and full of knowledge; the atmosphere was always pleasant and relaxing, and the approach to the child was as it should be in all institutions



Responding to peer violence in school

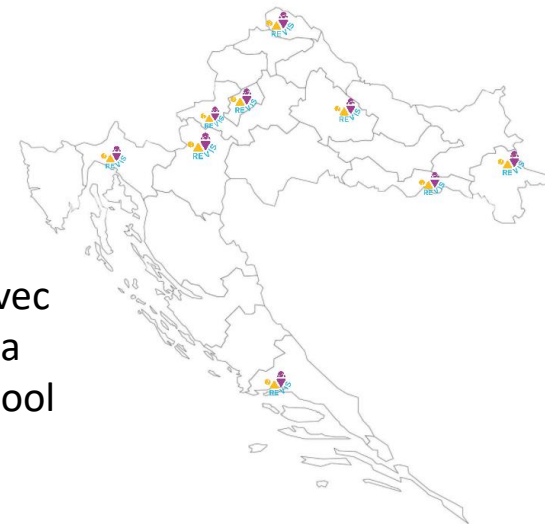
Status: From January 2021 to March 2023, the two-year project "REVIS - Responding to peer violence in school" lasted, which was carried out in the territory of five countries of Southeast Europe. In addition to Brave Phone, the organizations Terre des Hommes from Romania, the Center for Youth Integration from Serbia and the Social Activities and Practice Institute from Bulgaria participated in the project, while it was coordinated by Terre des Hommes from Hungary.

The main goal of the project was to prevent and respond to peer violence among children by transforming social and gender-based norms and behavior; to create a safe environment for children in which they will be able to challenge existing social and gender norms that lead to peer violence and encourage them to use their influence in society to develop solutions to the aforementioned difficulties.



10 schools that participated in the project :

- Industrial Engineering School Zagreb
- Gymnasium Karlovac
- Secondary school Jastrebarsko
- Split Health School
- Marijan Lanosović classical high school with public rights
- Gymnasium Vukovar
- Sesevete Gymnasium
- Technical school Čakovec
- Catering school Opatija
- Bartolo Kašić High School



Total of 419 children participated in the project, 20 facilitators, 2 national trainers and three external collaborators experts in media publications and children's participation.

During 2023, the following activities were carried out as part of the project:

- webinars titled Child-led Solutions to Combat Bullying (international webinar in English), Cyberbullying: What do we know and what can we do? (international webinar in English) and When students create solutions - campaigns against peer violence (national webinar in Croatian) - webinar recordings are available on the ChildHub platform
- the final conference of the project was held in Budapest
- the remaining campaigns created as part of the project were implemented

Media campaigns by children

Secondary school Jastrebarsko

The students walked in a procession through the main square of the city and thus marked the Day of Pink T-shirts. In the parade, for the first time in front of their fellow citizens and the local community, they performed the song Reciprocity "The end", which they created as part of the REVIS project - responding to peer violence in school and extra-curricular environments.



NE BOJIM SE REĆI!



Split Health School

Students of the Split Health School launched their campaign "I'm not afraid to say!" they focused on providing assistance to those who experienced violence or were witnesses. Their goal was to provide their colleagues with a safe place where they could confide, but also receive adequate help and support through the response they would receive to their message. In the hallway of their school, they set up a box with a QR code that leads to the online platform Padlet where they can leave an anonymous message. The received inquiries will be answered by the professional service of the school (psychologist and pedagogue) and the team of students that cooperates with the professional service. To promote their campaign, the students recorded a promotional video in which they briefly described their campaign, its goal and how it came about.



Programs and project

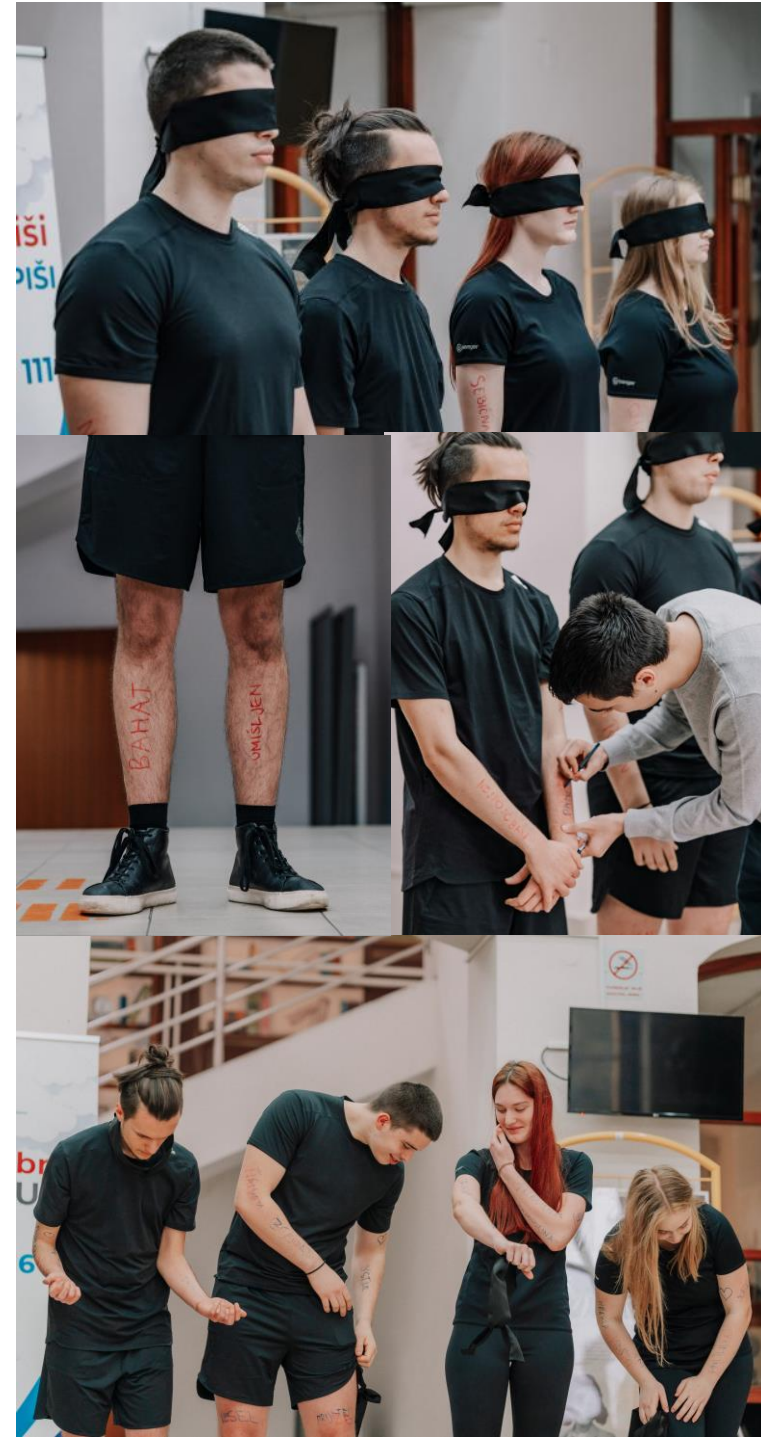


Winners

Gymnasium Vukovar

In their campaign "Erase the negative, write the positive!", the students of the Vukovar High School decided to conduct a social experiment in the corridor of their school to point out the importance of empathy in interpersonal communication and highlight the weight and seriousness of the insults they unfortunately encounter every day.

The students performed the performance in the school lobby. Four students (models) were standing in the lobby of the school in identical, black clothes with blindfolds and derogatory words written in red on the exposed parts of their bodies. Wet wipes and blue body paint stood next to the students. Part of the students (involved in REVIS), as an example to others, approached the models and wiped off the derogatory word with a wet tissue and wrote a new, positive message or compliment in that place. Following that example, other students also started to get involved - approaching the models, erasing derogatory words and writing nice words. During the performance, a professional videographer captured footage that was later compiled into a promotional video.

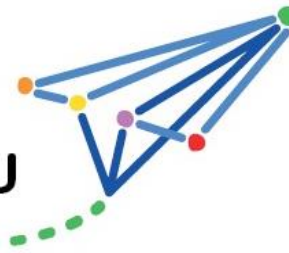


A Network of cooperation for the realization of children's well-being and rights

Status: The project is being implemented from October 2022 to February 2024.

The purpose of forming the Network of Associations for the Protection of Children's Rights is to strengthen the cooperation and capacity of civil society organizations to monitor public policy for children, which will influence the better protection of children's rights and the empowerment of vulnerable groups, children and their family members, through involvement in researching needs, informing about rights and legislative framework and a public campaign aimed at the whole community.

**MREŽA
UDRUGA
ZA DJECU**



IceLand 
Liechtenstein **Active**
Norway **citizens fund**

The project holder is the Children's First Association, and the partner associations are Brave Phone, Ardura, SOS Children's Village Croatia and SOS Children's Village Norway.

In addition to the project partners, 14 other associations from all over Croatia are included in the Network: Association Prevention (Nova Gradiška), Children's Creative Center "Dokkica" (Osijek), Association Breza (Osijek), Society "Our Children" Opatija, Association Sidro (Rijeka), Magic World (Knin), and from Zagreb Sirius Center, Ambidexter Club, Society for Psychological Assistance, HURID - Croatian Association for Early Intervention in Childhood, Association of Societies "Our Children" of Croatia, Association Igra, Association Krijesnica and Association of Parents „Step by step“.



During 2023, the members of the Network participated in theoretical educations and the practical process of analyzing and monitoring public policies:

Through 6 focus groups with children from risk groups and their parents, a needs analysis was conducted, and a psychosocial counseling service was selected as the scope of public policy for analysis and monitoring in cooperation with the state and civil society organizations.

In the cycle of education and supervision meetings under the leadership of prof. Anke Kekez Krišto from Faculty of Political Sciences, the methodology of monitoring the selected public policy was defined, research instruments were created, qualitative data was processed, and the structure of the report and policy brief was formed.

The project team conducted 23 interviews with counselors and organizers of psychosocial counseling services from civil society organizations and various public administration bodies with which associations cooperate, and analyzed laws, regulations, tenders and other relevant documents that cover and define this service. The results of the analysis will be presented at the project's final event in early 2024, and the resulting report and policy brief will be used in further advocacy activities to improve the availability and quality of the service.



Empowerment of vulnerable groups

As part of activities aimed at empowering vulnerable groups, the project team developed and conducted 4 workshops for children and their family members with the aim of raising awareness of the issues and rights of vulnerable groups, informing and encouraging active engagement in exercising rights and inclusion in community life. The workshop program is available for implementation by all members of the Network.

Brave Phone held a workshop with the users of the Community Center Borovje in which 12 children and parents participated.

At the beginning of 2024, a leaflet will be distributed, and a public campaign will be launched, which will inform and educate children from vulnerable groups and their family members about the existing ways of support through the services offered by members of the Network.

International Children's Day



CARES

- accessible and child-oriented response to crisis situations for an effective protection system

Duration of the project:
from September 2022 to
September 2024

Project manager: Defense for
Children International - Belgium

Partner organizations:
Brave Phone(Croatia), General
Administration of Youth Welfare of
the French-speaking community of
Belgium (Belgium), Ludwig
Boltzmann Institute of
Fundamental and Human Rights
(Austria), Defense for Children
International – World Service
Foundation

The CARES project aims to:

- examine the extent to which children's rights are respected in crisis situations (pandemic, earthquakes, economic crisis)
- to empower experts for better implementation of children's rights in their work,
- inform children about their rights and encourage them to participate,
- advocate children's rights and recommendations for their improvement



In 2023, a workshop program was designed for participatory work with children and youth on the topic of children's rights in times of crisis.

All partner countries conducted 2 cycles of 4 workshops each, and Brave Phone cooperated with UD Dora Pejačević, where 19 girls were involved in the workshops. After the workshops, the girls conducted 5 interviews with their peers to explore their experiences in times of crisis.

2 more follow-up meetings and 2 additional workshops were organized with the participants, where, in cooperation with an external participation expert, ideas were developed for tools that would inform children and young people and encourage them to participate.



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A survey was also designed for professionals working with children and young people, which sought to identify work challenges and examples of good practice during the crisis. We conducted 2 focus groups and 4 thematic interviews with 11 participants and collected 30 responses to an online questionnaire. Each partner country conducted a national survey and presented the data in a national report that will form one common report for advocacy activities. In addition to expert data, the report also includes data from interviews with children and young people.



The joint results of all partner countries refer to an increase in mental health difficulties in children and young people and inadequate response of the system, then lack of opportunities for participation of children and young people and insufficient capacities (human, financial) for implementation service for supporting children and young people.

Based on the results, a training program for experts will be designed to meet the needs and challenges of future crisis situations. Part of the training will be led by young workshop participants so that the voice of young people can be heard.

In December 2023, a partnership meeting was held in Vienna, where all partners referred to past activities and national research results and planned activities for the coming year.

CARING

Rethinking social and gender norms to reduce violence against young people in school

Project implementation time:
from 1.5.2023 until 30.4.2025.

Partner organizations:

- Fundatia Terre des hommes Elvetia (Romania) - main coordinator of the project
- Magyarország Terre des hommes Alapítvány "Lausanne" (Hungary)
- Terre des hommes Hellas (Greece)
- Brave phone (Croatia)
- Institute for Social Activities and Practice (Bulgaria)
- Parents Association (Bulgaria)

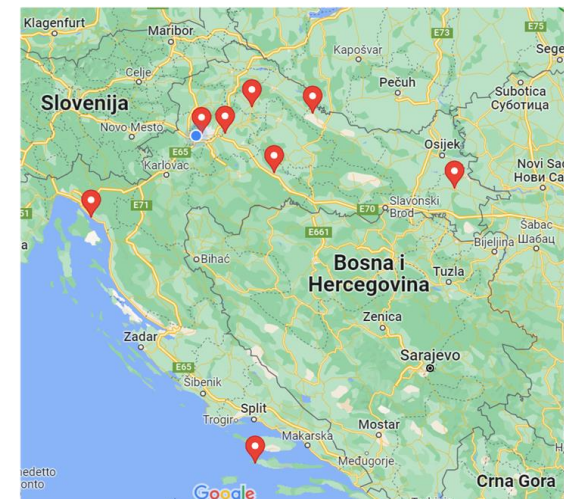
General goal of the project:

Raise awareness of the gender dimension of violence against young people in schools and review social norms by implementing a preventive program through which young people will be sensitized and empowered for necessary changes and for developing solutions.



In May 2023, Brave Phone published a call for participation in the project. Eight schools were selected based on criteria such as previous involvement in similar activities, school needs and motivation for participation.

1. Gymnasium Matije Antun Reljkovića Vinkovci
2. Stjepan Sulimanac Pitomač Secondary School
3. Dr. Antuna Barca Crikvenica Secondary School
4. Secondary school Ivan Seljanec Križevci
5. Tino Ujevića Kutin Secondary School
6. V. Gymnasium Zagreb
7. Secondary School Dugo Selo
8. Secondary School Hvar



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In June 2023, representatives of Brave Phone participated in the kick off meeting in Bucharest.



During November 2023, Brave Phone organized a three-day training for 16 facilitators from selected schools. The goal was to equip them with the skills and knowledge to, based on the Curriculum, conduct education for school staff and training for young leaders - students who will lead the design and implementation of initiatives to reduce gender-based violence. In 2024, there will be education for school staff, students and parents, as well as the design and implementation of initiatives led by children.



In order to create the Curriculum manual on the prevention of gender-based violence in schools, as part of the project, research was conducted in 32 schools in Bulgaria, Croatia, Greece and Romania, on attitudes and behaviors related to gender-based violence. Key findings and recommendations were analyzed in the Regional Report and integrated into the aforementioned manual.

Improving the system of providing direct help and support to women and children victims of gender based violence from Ukraine in Croatia

In February 2023, the last in a series of three-day trainings was held, this time the training of trainers "Working with children, adolescents and women victims of gender-based violence", which was attended by a total of 26 representatives of relevant institutions (institutions for social work, police, Children's dom Zagreb, Ministry of Labour, Pension System, Family and Social Policy, Health Centers, etc.) and representatives of civil society organizations.



With this training we ended the project, in which a total of **72 experts** who work for the welfare of children in the Republic of Croatia participated.

MY FOLLOW UP - strengthening the support system of child victims of violence in Croatia

Status: the project is implemented in cooperation with the Ministry of the Interior. It started on April 1, 2023 and will last for two years.

During 2023, as part of the project, cooperation was achieved with 8 police stations of the City of Zagreb.

The specific goals of the project are:

- to contribute to systematic changes at the national level of protection of child victims of violence through the implementation of a monitoring system for child victims of violence
 - design and implement more effective ways of supporting child victims of violence so that support is provided in a timely manner and in accordance with the individual needs of the victim,
 - to improve the knowledge, skills and capacities of experts who are the first in contact with child victims (police, experts of the advisory line for children) in preventing, detecting and reacting to violence against children, and
 - increase cooperation between relevant services (police, national children's hotline) in the field of providing help and support to child victims of violence.
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As part of the project, questionnaires were designed to measure user satisfaction with our service on advice lines, e-counseling, and questionnaires intended for users of the My follow up project. The implementation of the impact assessment started on 1 October.



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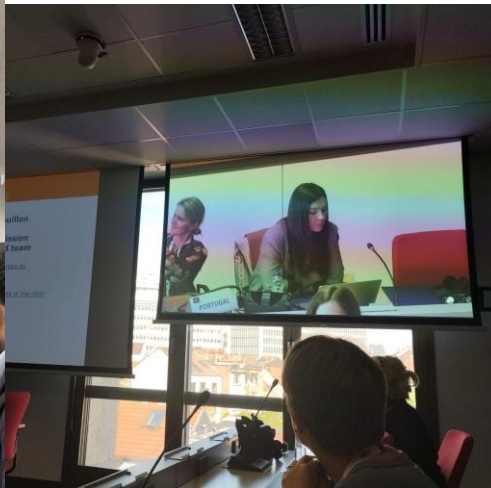
Dodatne aktivnosti na projektu

Kick off with project partners

Representatives of Brave Phone and Ministry of Interior met on April 27 to mark the beginning of the project. The agenda of the meeting included the presentation of the participants, the presentation of the project and its activities by work packages, and the definition of the next steps related to the implementation of the activities.



The employees of Brave Phone attended the kick-off meeting of the projects that were selected within the CERV-2022-DAPHNE and CERV-2022-CHILD tenders. The meeting took place on May 16 and 17 at the Albert Borschette Center in Brussels.



Study visit to Ireland

Representatives of Brave Phone and Ministry participated in a study visit to child protection associations in the Republic of Ireland and Northern Ireland. The study visit included a visit to the Garnerville Police Academy in Belfast, Northern Ireland, where a protocol on cooperation between the police and the social welfare system was presented. This was followed by a visit to the Association for the protection of victims (Victim support Northern Ireland), where programs for providing support to victims of criminal offenses were presented. We also visited the Irish Society for the Prevention of Cruelty to Children (Irish Society for the Prevention of Cruelty to Children) in Dublin, where the employees of Brave Phone had the opportunity to exchange experiences in the operation of helplines, as well as other programs and projects.



Meetings with police stations

During September and December, meetings were held with the police stations of the City of Zagreb. With III., V. and VII., we started the referral system on October 1, while we will start with the remaining five stations on January 1, 2024. The purpose of the meetings was to present the project and to agree on the method and dynamics of cooperation. During the meeting, the employees of the police stations received all the necessary information about the project activities, dynamics and methodology of our cooperation.



The House was built during the year, the opening and moving in are expected in the middle of 2024!

A new beginning – the expansion of social services of Brave Phone



The project was financed by the European Union within the framework of the European Regional Development Fund (ERDF), the European Social Fund (ESF) and the Cohesion Fund (CF) for the period 2014-2020, and the total value of the project is HRK 8,356,002.03 including VAT (1,109 032.06€ with VAT.)



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REPUBLIKA HRVATSKA
Ministarstvo regionalnoga razvoja
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Volunteers



HRABRI telefon

Volunteering on Brave Phone

Through stimulating activities for young people, such as acquiring knowledge, skills and experience while working directly with the population that interests them professionally and socializing with each other, Hrabri telefon encourages the development of volunteering in the area of the City of Zagreb. Here it is important to point out that most of the involved volunteers, even though they are studying in the City of Zagreb, are not from that area, and after completing their studies, they return to their places of origin. In this way, our voice is heard much further, and good practice is transferred to places where it is also needed.

Out of the total number of volunteers, 111 of them volunteered at the Children's Helpline/Moms and Dads Helpline/E-counseling program and 70 at the Borovje Community Center program.

In total, 81 supervision meetings and 9 additional educations were held on the counseling line and e-counseling programs, and an additional 6 educations and 40 supervisions were held on the Borovje Community Center program.

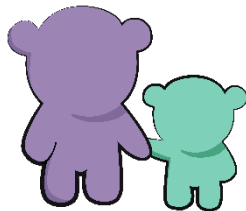
Volunteers



Education for new volunteer leaders of prevention-socialization workshops and PPU leaders

During June 2023, the selection and training of new volunteers for the leaders of prevention and socialization workshops was carried out. 14 new volunteers were trained through 7 trainings that dealt with topics such as "Communication in a group and group roles", "Co-leadership - partnership in working with children", "Authority and conflict resolution" and similar.

The selection and training of new volunteers to help with learning was also carried out. 14 new volunteers were trained through 7 trainings that covered topics such as "Establishing a relationship with a child", "Techniques and learning styles", "Creative ideas for working with children" and others.



New volunteer leaders of preventive and socialization programs are included in the mentoring program through 5 mentoring visits throughout the year. Each co-leading couple got their own mentor, an older volunteer with experience, who came to the group throughout the year and gave the new volunteers feedback and support in their work.

Before the first arrival at the group, the volunteer-leaders and the mentor met for a mutual introduction in an informal atmosphere, so that the first arrival at the group would be as relaxed and less stressful as possible.

In school year 2022/2023 included 7 mentors who mentored a total of 16 volunteers, and in the school year 2023/2024 4 mentors were involved who mentored a total of 12 volunteers.

Education of our new generation of volunteers on childrens helpline

In March 2023, training for new volunteers on the counseling lines and e-counseling began on Brave Phone. Interested persons sent their applications by filling out the application via e-mail, and selection interviews were conducted during January and February. The goal of the interview was to meet those interested and to examine their motivation for joining our team, and 44 applicants were selected for inclusion in the training. In March and May, they were listening older volunteers on the helplines, and during April they listened to basic education, and in May and June they had their first shifts accompanied by mentors to be ready for independent volunteering at our helplines and the e-counseling program .

Volonterstvo



Topics of basic education in working with abused and neglected children and basic counseling techniques: Basics of counseling, Counseling interview, Communication skills, Emotionally disturbing calls, Parent counseling, Abuse and neglect, Bullying and cyberbullying, E-counseling, Chat counseling and Multidisciplinary approach in protect children.

We are proud of...



HRABRI telefon

We are proud of...

WE CAN'T WAIT FOR CHILDREN AND PARENTS IN
OUR NEW PREMISES!

Help change the lives of young children and parents - together we can ensure that no child is alone, help young people find meaning, and give parents the strength to be better parents.



Hvala na podršci!

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Thank you to the entire Nova TV team, all producers, cameramen, sound engineers, thank you to all the MasterChef guests who donated to the table, as well as to all the chefs and candidates who cooked for us and enabled us to truly enjoy everything! Thank you! ❤️

And, of course, a big big thank you to the 26021 people who called and thus made it possible for us to be even closer to a safe place for children, young people and families!

There are still many challenges ahead of us to furnish the house to be what children, young people and families deserve!

We look forward to inviting you soon!

We are proud of...

Mental hygiene



Mental hygiene is a project of Wiener Insurance launched in cooperation with Brave Phone, with the partnership of digital agency iProspect, creative agency Señor and digital advertising agency Go2Digital. The main focus of the project is to provide knowledge and help in the field of mental health to children and young people (as well as any other person) in search of support, understanding, as well as useful advice.

The project is held under the auspices of the Ministry of Science and Education and the Ministry of Labour, Pension System, Family and Social Policy.

We are proud of...



At the event "Mental hygiene in school", we met with children and young people and talked about topics important to them: peer teasing, social networks, mental health and many other challenges that surround them.



Partnerships, sponsorship



HRABRI telefon



Since 2017, Hrvatski Telekom has become an extremely important partner and donor of Brave Phone. In 2022, Hrvatski Telekom financially supported the operation of Brave Phone helplines.



Brave phone cooperates with communication and branding agency Señor.

The innovativeness, creativity and flexibility of the Señor agency is of great importance when designing posters, brochures, flyers and other printed materials of Brave Phone.

DNEVNIK.hr



Since 2013, Nova TV and DNEVNIK.hr have been media partners of Brave Phone, which means that they cover the current events and campaigns of Brave Phone.



Founded in 1993, with its headquarters in Croatia, Span has grown from a system systems integrator into a global IT group with a wide range of cloud services, security and support that advises more than 1,200 users in 13 affiliated companies. Span is a great IT support for Brave Phone, but also a donor of funds for our work.



B1 PLAKATI

B1 posters are the leader in indoor and outdoor advertising. They advertise in public transport, educational and health institutions, shopping centers, business towers, veterinary institutions, airports, etc. B1 posters have been supporting the work of Brave Phone for several years and distribute Brave Phone posters for children in primary and secondary schools, and Brave Phone posters for moms and dads in health facilities, kindergartens and trams. This significantly contributes to the counseling service offered by Hrabri Telefon reaching as many children and parents as possible!

press
clipping

A company that greatly helps in monitoring the media announcements of Brave Phone, and provides support in PR activities.

 Enterwell

A company that takes care of the organization's website since 2017 and provides support in all activities related to the maintenance and upgrading of web services.



Spiner is a company that has been supporting the work of the Brave phone association with its services for many years. They are always there for us with their expert advice and computer maintenance and networking. Since 2019, Spiner has been operating under the umbrella of Proaxis d.o.o. and are grateful to Proaxis for accepting the continuation of this very important cooperation for us.

 degordian
MAKES YOU CURIOUS.

Degordian is a great supporter of Brave Phone in social media communications and enables us not only through technical performance, but also through education and counseling of our employees and volunteers, so that information about us is always available to Facebook users.

HRABRI telefon

All activities were carried out with the support of:

Citizens of the Republic of Croatia



Ministarstvo
znanosti i
obrazovanja



Ministarstvo zdravlja
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REPUBLIKA HRVATSKA
Ministarstvo rada, mirovinskoga
sustava, obitelji i socijalne politike



VLADA REPUBLIKE HRVATSKE
Ured za udruge



**Many thanks to
all our partners,
donors,
sponsors,
volunteers and
collaborators!**



Financial report



HRABRItelefon

INCOME

Selling goods and services	9.701,11
Donations	465.111,74
Other	572,68
Total	475.385,54€

EXPENSES

Employee expenses	253.184,11
Material cost	142.906,43
Depreciation expenses	14.794,93
Financial expenses	3.635,51
Donations	15.241,91
Other	1.701,34
Ukupno	431.464,23€

Brave Phone 2023©

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