



Vietnam - Administration Annual Report 2016





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The mission of the Christina Noble Children's Foundation is to give children the necessary protection, care and education for them to sleep in peace, surrounded by love. Our Foundation is committed to helping alleviate child poverty in Vietnam and Mongolia and giving all children the opportunity to experience a happy and safe childhood.

One person **CAN** make a difference. **YOU** can make a difference.

MESSAGE FROM THE DIRECTOR

At the Christina Noble Children's Foundation, we believe that all children deserve the right to experience a happy and safe childhood, one in which they have love, care, food, education and access to healthcare. One in which they can be children. Our work benefits children from underprivileged families, orphans and children who are vulnerable to physical, mental or sexual abuse. Thanks to your very generous support, in 2016, we gave over 60,000 children in Vietnam a chance at a real childhood.

In 2016, the Foundation embarked on several strategic organisational changes in Vietnam. At the beginning of 2016, CNCF moved to localise the leadership to utilise the remarkable talent of our local staff. We believe these changes will make our Foundation and our impact in the community more sustainable. I would like to take this opportunity to say thank you for your support that allowed us to retain our incredible team and continue to build up their expertise.



However, our work is far from done. Despite our achievements, large and ever-widening economic disparities still exist in Vietnam. Rural and ethnic minority populations are emerging from poverty at a much slower pace than their urban counterparts and they still continue to experience high rates of poverty with limited access to healthcare and education. Children with disabilities have also not been fully integrated into the community and do not have adequate access to healthcare, education and other opportunities. And, sadly, children are still being trafficked domestically and internationally. Child labour also continues to be an issue with children still being forced to give up their childhood far too early to go to work. Climate change is also impacting our children and their families. Vietnam is experiencing its biggest drought in 90 years, and tragically, the poorest of the poor are most affected and major negative impacts are expected to continue in 2017.

However, with your support, we can continue to make a difference in the lives of children who are most in need. We are incredibly grateful for your belief in our work and we look forward to continuing our partnership with you into the future. Childhood is the foundation of life. Help us make it a good one.

As Christina says, "One person CAN make a difference. YOU can make a difference." Thank you, on behalf of Vietnam's children, for helping to make a difference in their lives.

A handwritten signature in blue ink, appearing to be 'V. N. N.', with a long horizontal line extending to the right.

DIRECTOR OF OPERATIONS, VIETNAM

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ABBREVIATIONS

BSP	Bicycle Support Programme
CAP	Capital Projects
CNCF	Christina Noble Children's Foundation
CSP	Child Sponsorship Programme
ESP	Education Scholarship Programme
GSO	General Statistics Office
HCMC	Ho Chi Minh City
MAP	Medical Assistance Programme
MOLISA	Ministry of Labour, Invalids and Social Affairs of Vietnam
MLP	Microfinance Loan Programme
SSS	Sunshine School
UNICEF	United Nations Children's Fund



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SECTION 1: ABOUT CNCF

CNCF Vietnam

CNCF is a partnership of people dedicated to serving children in need of emergency and long-term medical care, nutritional rehabilitation, educational opportunities and vocational training as well as children at risk of sexual and economic exploitation.

The Foundation seeks to maximize the potential of each child. This is accomplished within the context of the family and the community whenever possible and always with love and respect for the dignity of each child as an individual.

Christina Noble was overwhelmed at the plight of the children when she first arrived in Ho Chi Minh City in 1989 and felt compelled to act and make a stand to help the poor and forgotten children of Vietnam. After much heartache and many closed doors, in 1991, Christina was finally able to raise the funds necessary to establish the Christina Noble Children's Foundation.

Her flagship project the Sunshine Social and Medical Centre and was established and operated in partnership with Vietnam's Ministry of Labour, Invalids and Social Affairs (MOLISA). This project, based at 38 Tu Xuong Street, District 3, Ho Chi Minh City, remains to this day the very heart of the Foundation.

CNCF has established over 100 projects during the past 26 years providing vital health services, educational opportunities and community support programmes to thousands of vulnerable children and their families each year.



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Our Work

When Christina first came to Vietnam, the country was still struggling with the aftermath of war. Since, Vietnam has developed remarkably. Political and economic reforms (Doi Moi) launched in 1986 have transformed the country from one of the poorest in the world to a middle-income nation. Since 1990, Vietnam's GDP per capita growth has been among the fastest in the world, averaging 6.4 percent a year in the 2000s. Despite uncertainties in the global economy, Vietnam's economy remains resilient. The country's medium-term outlook remains favorable, with GDP expanding by 6 percent in 2016, while the country's fundamental drivers of growth – resilient domestic demand and export oriented manufacturing – remain strong.¹

Vietnam has also completed many UN Millennium Development Goals and targets. However, despite this achievement, economic disparities, gender inequality and massive inequity between rural and hard-to-reach areas and the more affluent urban areas persist. Rural and ethnic minority populations are emerging from poverty at a much slower pace and still experience high rates of poverty. Access to adequate water and sanitation, health services and education, particularly secondary education, are major issues.²



In the major cities, the gap between the rich and poor is most evident. As the biggest commercial city in Vietnam, Ho Chi Minh City has always been the 'promised land' for the rural poor. According to the Ministry of Planning and Investment, "over the last decade, rapid industrialization and urbanization have taken place along with dramatic increases in migration to urban areas. Most foreign investment in Vietnam is concentrated in urban centres, which then attract more rural labour to big cities.' Many thousands of people migrate to the city each year in search of a better future. Such families are usually unskilled, have no relatives to support them and are often unable to adapt to city life. Many migrants end up in desperate situations. Typically, the children who come with these migrating families are not well cared for. As families struggle to make ends meet, children are required to work. According to the most recent data available, 6.9% of children ages 5 to 14 years are involved in child labour activities.³ These

¹<http://www.worldbank.org/en/country/vietnam/overview>

²http://www.unicef.org/vietnam/overview_20385.html

³<http://www.data.unicef.org/countries/VNM.html>

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children are in great danger of ending up on the street and falling prey to exploitation. Ho Chi Minh City has the largest number of street children in Vietnam, with a clear majority of them becoming victims of commercial exploitation, physical and sexual abuse, trafficking and drug addiction.

Because Vietnam has achieved middle-income status and greater overall wealth, investing in the social safety net and working to reach the poorest and most disadvantaged children is critical.⁴ Twenty-seven percent of Vietnam's population is under 18 years old.⁵ Based on recent available data from multiple sources, around 7 million children, or more than 1 in 4 children, live in poverty.⁶ However, according to a paper that used a more multidimensional and outcome-based approach to measure the incidence, depth and severity of child poverty, every third child (37%) is multi-dimensionally poor and this number is higher in the Mekong Delta (60%), the South East (23%) and the Central Highlands (41%).⁷ Our Foundation works with these children, some of the country's most disadvantaged and vulnerable.

"With your very kind heart and the CNCF's effective support, more than 700,000 poor children and those living in especially difficult circumstances in Ho Chi Minh city and other surrounding provinces in South Vietnam have received support under more than 100 projects in the fields of education, health, and community development through medical and credit projects and those to support infrastructure for health care, education and clean water. I particularly acknowledge the projects implemented under the management of MOLISA. I believed that with the on-going support from the CNCF, children in difficult circumstances in Vietnam will enjoy better life" -
**Acknowledgement from Mrs. Dao Hong Lan, Vice Minister of Ministry Of Labour Invalids and Social Affairs-
November 2016**

A child is considered to be involved in child labour activities under the following classification: (a) children 5 to 11 years of age that during the week preceding the survey did at least one hour of economic activity or at least 28 hours of domestic work, and (b) children 12 to 14 years of age that during the week preceding the survey did at least 14 hours of economic activity or at least 42 hours of economic activity and domestic work combined.

⁴http://www.unicef.org/vietnam/overview_20385.html

⁵<http://www.data.unicef.org/countries/VNM.html>: Total population is 92,548,000 of which 25,078,000 are children aged under 18 and 7,138,000 are under age 5.

⁶<http://vinacapitalfoundation.org/the-effects-of-poverty-on-the-children-of-vietnam/>

⁷Roelen, Gassmann and Neubourg: Child Poverty in Vietnam: Providing Insights Using a Country-Specific and Multidimensional Model. *Social Indicators Research* 98(1): 129-145.

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What We Do

"I understand the depths of pain that a child feels, the breaking heart of a child, the needs of a child and how precious a childhood is. Childhood is the very foundation of the beginning of life, and that is why I called this a foundation as opposed to a charity"

Christina Noble



HEALTHCARE



EDUCATION



**COMMUNITY
DEVELOPMENT**

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One of our residential children working very hard on his daily physiotherapy sessions

Sunshine Social & Medical Centre

The Sunshine Centre, provides an integrated programme of health care services. Infants aged 0 to 6 years who are abandoned/orphaned; from impoverished families; suffering from malnourishment, cerebral palsy, hydrocephalus and other poverty-related conditions; infants who are physically challenged; and children who do not have access to pre-school education.

Some achievements in 2016 were 59 children attended our preschool non-residential classes, 81 residential children and 8,328 treatments were provided to children at our outpatient clinic in Ho Chi Minh City and our outreach medical trips in Long An and Ben Tre Province. Since 1991 just over 300,000 beneficiaries have received life-enhancing and life-saving assistance from our Sunshine Centre to date.

Medical Assistance Programme (MAP)

MAP helps children receive medical assistance to cover the cost of life saving surgical procedures, post-operative care, free medical treatments, social support and free health insurance.

In 2003 our Medical Exchange Programme was designed to help establish best practices in all areas of pediatric surgery and bring world-class medical expertise to Vietnam on annually while also taking key local Vietnamese medical staff to Ireland for training.

Both programmes have brought benefits to nearly 3,500 children and 400 doctors.



Through the volunteer programme, our children receive additional support and care to increase their ability and capacity.



With 3 full-time doctors at the Centre, we make sure our children receive regular health checkups to monitor their health status and development



Our Sunshine Centre children are closely monitored and treated by our diligent medical team.

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Sunshine School

Our Founder established the Sunshine School (SSS) in 1991 to provide free primary school education. SSS presently occupies around 150 children per year from underprivileged families. This project has educated 6,100 educationally challenged children to date

Apart from studying the mainstream curriculum, children at SSS are offered other opportunities for holistic development such as music, art, dance, photography, self-defence and sport classes, which enable them to express themselves more freely through creativity and develop important social skills, self-confidence, self-awareness and an ability to protect themselves from the many dangers in society.

Child Sponsorship Programme

Child Sponsorship Programme (CSP) is one of CNCF first projects in Vietnam since 1994. Since inception 21,717 children from disadvantaged backgrounds have benefited from CSP. For USD31 a month, every sponsor can make a huge difference in the life of a child living in poverty by supporting a child's education and healthcare and other essential services.

Education Scholarship Programme

To provide scholarships for children in Ho Chi Minh city and some provinces in the South of Vietnam whose families are unable to afford to pay for their studies, with the aim of ensuring that children remain in the education system.

Over the past 12 years over 3,000 disadvantaged children have received support from the programme, who would have otherwise had no choice but to leave education and enter unskilled work and remaining trapped in the poverty cycle



Sunshine Students enjoying their play time



Apart from studying the mainstream curriculum, children at our Sunshine School are offered other opportunities for holistic development, by joining in extracurricular activities such as music, art, dance, photography, self-defence and sports classes to develop important social skills, self-confidence, self-awareness and an ability to protect themselves from the many dangers in society

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Helping rural communities have access to water.

Sunshine Residential Home for Boys and Girls

To provide a safe and caring environment for young boys and girls who are either from very poor families or were living on the streets and were at high risk of commercial and sexual exploitation, drug trafficking and violence. These Homes aim to provide a safe haven, a place where children are looked after in a nurturing and loving environment, and have an opportunity to receive psychological counselling, healthcare, education and vocational training, that will enable them to live independently in the community. Both Homes have helped more than 1,000 girls and boys since 1997.

Residential Centre for Visually Impaired Children- Tay Ninh

The Tay Ninh Centre functions as a residential and education centre and has provided support to over 1,000 children with partial or total blindness. The facility provides children a caring and secure environment including health care, education, rehabilitation, vocational and life-skill training.

Bicycle Support Programme

Provides bicycle kits - one bicycle, one safety helmet and road safety training, to children from poor families. A bicycle benefits the whole family, not just the child. It is often the only means of transportation to and from school for the children and often for siblings as well.

Capital Projects

Thousands of people living in poverty continue to have access to health care, education facilities and water supply through the construction of kindergartens, medical stations and water tanks. Our capital projects contribute to the improved education levels and health conditions of rural communities as well as increased awareness of personal health and hygiene.

Microfinance Loan Programme

Implemented in partnership with our local Vietnamese partners, the program's ultimate goal is to contribute to poverty eradication by providing small value loans of USD 150 to 500 to the poor families, who are in need of capital to develop or expand their businesses for income generation.



Apart from mainstream education, our visually impaired children at Tay Ninh Residential Centre are provided with life skills so that they can successfully integrate into the community



One of our annual bicycle distribution ceremonies, where children from poor families are given bicycle kits and road safety training



Rural kindergarten construction programme to promote early education in remote and impoverished provinces.



To support our children's education at the Sunshine Homes, we provide extracurricular support in the form of tutoring and study groups.

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Where We Work

According to official records, the poverty rate by income in Vietnam is 8.4%.⁸

While this is *reportedly* only 1% in the South-East provinces like HCMC, more than 1 in 10 people in the Central Highlands (13.8%) and 7.9% in the Mekong Delta live in poverty. Even in areas where the poverty is reportedly low, disparities between the rich and the poor are considerable. We work with the poorest communities.

Vietnam has reportedly achieved the Millennium Development Goal of achieving universal primary education. However, continuing education is an important step toward breaking out of the cycle of poverty. The completion rate for lower secondary education (2011-2012)⁹ is 81.3%. One in 4 children in the Central Highlands and 3 in 10 children in the Mekong River Delta, have not completed lower secondary education. In the South East provinces like HCMC, 82.1% of children have attended and completed secondary school but because of urban poverty, the risk of children dropping out of school is very high since they often must work to help their families.

Province	Population (in 1000 persons) 2016 (*)	CNCF Programmes
Total: Vietnam	91.713	
North and South Central Coast	19.658	
Lam Dong Province	1.273	Capital Projects (CAP)
South-East	16.127	
Ho Chi Minh City	8.146	Child Sponsorship Programme (CSP), Educational Scholarship Programme (ESP), Medical Assistance Programme (MAP), Sunshine Homes, Sunshine Centre, Sunshine School, and Arts , Music and Sports Programme, Bicycle Support Programme (BSP),
Dong Nai Province	2.905	SP,BSP, Microfinance Loan Programme (MLP)
Tay Ninh Province	1.111	Centre for Visually Impaired Children
Mekong River Delta	17.590	
Kien Giang Province	1.761	ESP, CAP, MLP
Dong Thap Province	1.684	CAP
Ben Tre Province	1.263	CSP,CAP,BSP, MLP
Ca Mau Province	1.219	CSP, CAP
Long An Province	1.484	CSP,ESP, BSP
Vinh Long Province	1.045	CAP

Table: Population in provinces where CNCF Vietnam Programmes/Projects in 2016 operate (source: GSO)

⁸ Country Report. 15 Years Achieving the Millennium Development Goals, September 2015 (source GSO 2003-2013)

⁹ Country Report. 15 Years Achieving the Millennium Development Goals, September 2015 (source GSO 2007-2012)

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SECTION 2: OUR YEAR

Highlights 2016 Vietnam



54,444

Beneficiaries through CNCF Vietnam programmes

8,970 beneficiaries from
healthcare/medical assistance
programmes



8,328 treatments provided at our outpatient and outreach clinics.

81 residential children received medical, nutritional and psychosocial treatments at the Sunshine Centre.

90 children benefited through Medical Assistance Programme.

52 children with complicated medical issues treated by Irish Medical specialists

365 parents/guardians received health education training through our outreach programmes.

1,721 children receiving an
education through our programmes



389 children in Sunshine School Project, plus extra curriculum Art and Music Programme.

1,002 children enrolled to receive sponsorship

330 children received educational assistance through Education Sponsorship Programme

43,378 people in poor and rural
communities have benefited from
our community development
programmes



43,228 people impacted from our construction capital projects including kindergarten, water wells, water tanks, medical stations.

132 number of households received financial support from Microfinance Loan Programme

112 residential children at Tay Ninh Centre, Sunshine Home for Boys and Girls

237 children received new bicycles through Bicycle Support Programme

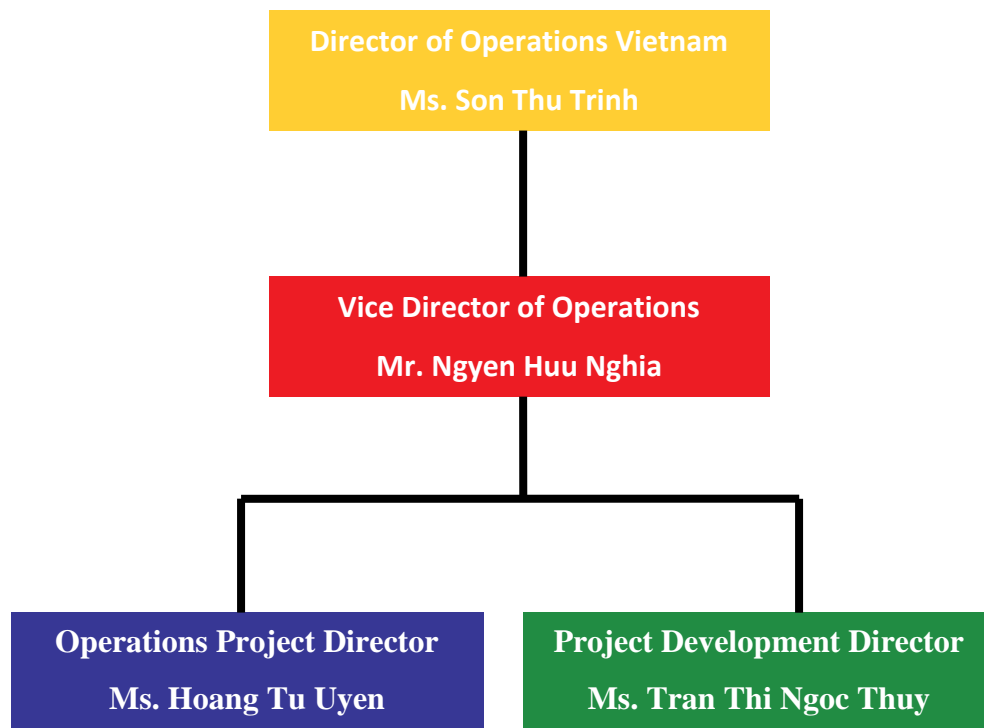
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Strategic and Organisational Changes Implemented in 2016

Organisational structure

The year 2016 has seen remarkable changes in the organizational structure at Vietnam Operational office specifically at a Management level. The Board of Management of CNCF Vietnam was officially localized in February 2016, and leadership responsibilities given to key staff who have been working with the Foundation for many years and proven.

As of 2016, the new Board of Management of CNCF Vietnam consists of four members, including:



Trinh has been working at CNCF since 2000. Starting at the Foundation as the Manager of the Child Sponsorship Program, Trinh was promoted to the position of Vice Director in 2003 and in 2016 became Director of Operations CNCF Vietnam. Trinh has a strong background in social work with a Masters in International & Community Development, and a Diploma in Rural Social Leadership. She has a great love of children and has always dedicated her time and efforts to the development of CNCF Vietnam.

Nghia has been with the Foundation for more than ten years and played an important role as Business Manager prior to his promotion to the Vice Director position. Holding a Masters degree in Business Administration and a Bachelor of Finance and Accounting, Nghia is currently in charge of Finance & Accounting, Human Resource and the Capital projects.

Holding a Masters of Public Policy and a Bachelor of English, Uyen started at CNCF Vietnam in 2012 as the Coordinator of the Education Scholarship Program. Her professional skills, competence and commitment demonstrated in her role resulted in her being promoted to the Child Sponsorship Program Manager position in 2014 before being promoted to Operations Project Director of CNCF Vietnam.

Thuy joined CNCF in 2005 as the Operational Program Manager in charge of the Boys & Girls Homes and Tay Ninh Residential Centre. Her long experience and dedication continues to be recognised with her promotion to the position of Project Development Director, in charge of development and implementation of strategic plans of CNCF Vietnam.

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Evaluations & strategic planning

In line with the implementation of organisational changes, strategic review and planning was conducted for the Volunteer Program that has resulted in a newly structured program.

Child Sponsorship Program is another area where a full evaluation commenced at the end of 2016 . With inflation and increasing cost of living in Vietnam in recent years, especially in big cities like Ho Chi Minh City, our current monthly sponsorship is not having the impact to the lives of the poor children as it once did. Implementation and management of this program has required tremendous amounts of time and human resources as we strictly adhere to a very stringent enrolment, monitoring and evaluation procedure, including home visits and frequent follow-ups with the sponsored children. Therefore, the program has been under a comprehensive review with the aim to make it an effective and efficient program in terms of management, and at the same time bringing more benefits and making better impacts to the children at grassroots levels.

Looking ahead in 2017

In 2017, while the review of the Children Sponsorship Program will be continued, the Micro Loan Program is also scheduled for strategic review and planning. The focus will be on expanding the program to reach more marginalised communities and with larger amounts of loan where possible.



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Awards in 2016

We were proud to be recognized by the Vietnamese Government and our local partners at the provincial level for our work in the community. (Some awards were received in 2017 for work performed in 2016).

- Certificate of Merit from the People's Committee of Ho Chi Minh City for CNCF's great contribution to humanitarian and charity work in Ho Chi Minh City in many years
- Certificate of Merit from the President of the People's Committee of Dong Thap Province for CNCF's great contribution to the Children Sponsorship Fund from 1996- 2016
- Certificate of Merit from the President of the People's Committee of Long An Province for CNCF's contribution to education and social work in Chau Thanh, Long An Province in 2016.
- Certificate of Merit from People Committee of Dong Nai Province for CNCF's contribution in Social Assistance from 2012 to 2016.
- Certificate of Merit from Ho Chi Minh City Union Friendship Organization [HUFO] for CNCF's positive contribution and effective implementation of humanitarian projects in Ho Chi Minh City from 2014 to 2016. Decision number: 12/QĐ-LH, dated March 2017.



Ms. Son Thu Trinh, Director of Operations, attended the Annual Meeting for NGO groups and received a Certificate of Merit from the People's Committee of Ho Chi Minh City for CNCF's great contribution to humanitarian and charitable works.

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SECTION 3: ORGANISATIONAL PROFILE

Organisational Profile

The Christina Noble Children's Foundation in Vietnam is licensed to operate through our UK Head Office charity registration No.1007484.

CNCF Vietnam is a non-governmental organisation operating under Decision No.339/TTg granted by the Committee for Non- Governmental Organisations on 24 May 1996.

The Foundation obtained Amended Project Office Licenses, the most recent Amendment on 18 March 2014.

The most updated organisational profile, reflecting the new structure and changes in the team in early 2016, can be found in the Annex.

"We greatly appreciate the enthusiasm and support of CNCF. Your support and assistance in improving the quality of professional activities for children in the fields of health care, physical therapy, malnutrition treatment, etc. has enabled us to care for medically compromised children and thereby enabling them to integrate back into society" - Doctor Thi Thanh Ngan, Co – Representative of Ministry OF Labour Invalids And Social Affairs Vietnam

Our People

The total number of in-house staff at CNCF

Vietnam in 2016 was 36. In addition, there are 103 on-location staff working at project sites, and 19 volunteers who were committed to work at the Sunshine Social and Medical Centre.

In 2016, we hired three new staff in different capacities- Sponsorship Officer, Secretary/Receptionist and Assistant to Director of Operations.

Although employee motivation is always considered important and various measures have been taken to improve staff engagement and satisfaction, staff retention is still an issue for CNCF Vietnam. We had six members who left the Foundation for varied reasons; three of them leaving Vietnam for good, one staff moving to New Zealand for higher education and the other two resigning for other job opportunities.



Staff recognition in 2016, including two members of staff who received medals for their 20 years anniversary.

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Office OU	Staff on permanent/ open-ended contracts		Staff on fixed-term contracts		Number of interns/ volunteers		Gender		Nationality (All staff are Vietnamese unless specified)	Total
	Full –time	Part- time	Full – time	Part- time	Full – time	Part- time	M	F		
Staff excluding volunteer/interns										36
Directors	4						1	3		4
General Management										
Staff at CNCF office										32
Administration	9						3	6		9
Accounting	2							2		2
Sponsorship	6							6		6
Sunshine School	2							2		2
Capital Projects	2							2		2
Art, Music and Sport	1		1				2		USA – 1 (Vietnamese origin)	2
Medical Assistance Programme	2							2		2
Tay Ninh Centre for Visually Impaired Children	1							1		1
Sunshine Home for Boys and Girls										
Education Assistant Programme	2							2		2
Volunteer Programme	1							1	1-Spanish	1
Development Programme			1				1			1
Fundraising and Marketing	1		1				1	1	British-1	2
Staff at programme locations										103
Sunshine Centre (CSADC)	50				10	3	2	48	7 Irish; 2 Australian; 3 Vietnamese; 1 French	50
Sunshine School	11	4		11			4	22		26
Sunshine Home for Boys	5						1	4		5
Sunshine Home for Girls	5							5		5
Tay Ninh Centre for Visually Impaired Children	17						2	15		17

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Training and Development

The United Nations has defined capacity building as 'the ability of individuals, institutions, and societies to perform functions, solve problems and set and achieve objectives in a sustainable manner'. At CNCF, we ensure that our team as a whole and each staff member are provided the opportunities to develop professionally and personally. Apart from formal external training on work related topics, culture of learning is also promoted internally so that our staff can develop together. The weekly knowledge sharing session has been maintained at CNCF office and regarded as effective and beneficial for staff to learn and increase their work effectiveness.

Orientation programme for new staff, interns and volunteers is always provided prior to their volunteering or employment at CNCF, covering various topics such as child protection, child safety and basics of play and behavior therapy, cultural sensitization, anti-corruption policies. In addition, training for volunteers and interns includes a combination of on-the-job-training, observation and mentoring. All volunteers and interns work very closely with our Vice Director who is in charge of the volunteer program to understand deeply about their work and about our Foundation.

Each staff member has personal and professional objectives that are set at the beginning of the year and assessed at the year-end annual appraisals. The staff performance appraisals are conducted between each individual staff and their line managers, and in some cases with the involvement of the Director. This performance review has been employed effectively as a tool to increase staff morale and motivation, helping staff to have a clear idea on their career development. Outcome of staff appraisal is also one of the decisive factors for the Board of Management to make decisions on staff development and promotion.

At CNCF Vietnam, career development opportunity is provided equally to all staff. The Foundation encourages every employee to enthusiastically pursue professional learning and career development opportunities. It is understood

Training workshops in 2016



- ✓ **Social Work Case Management** for two days with 100% staff attendance, conducted by Ms. Tuyet Brown, a licensed independent clinician, psychotherapist, and social worker.
- ✓ **GIEO training** (two staff attended this), conducted by Toa Tau Project: the training has provided materials to play with children such as music, drawing, story-telling and so on.
- ✓ **Play-right training**, conducted in Ho Chi Minh City about how to create environments conducive to play and learning. Four of our staff attended the training which was sponsored by Porticus Asia Limited. It has been applied in all activities/programmes in the Foundation.

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that career advancement is one of the most important elements for employee satisfaction and retention in any organization. Therefore staff at CNCF Vietnam are at all times recognized for their progress and participation throughout the year, and promotion is always considered and given to qualified and dedicated members.

In such a context, there are two young and qualified staff members who were promoted to new positions with greater responsibilities in 2016, apart from the newly localized leadership team. Ms. Vo Thi Nu Chau was promoted to the role of Child Sponsorship Programme Manager after many years as a Deputy Manager; and Ms. Nguyen Ngoc Minh Ngan was promoted to the position of Project Manager- in charge of two Sunshine Homes and Tay Ninh Centre - after her role as Deputy Sponsorship Manager.



Ms. Tuyet Brown, a licensed independent clinician, psychotherapist, and social worker, trained staff for professional social case management



All CNCF staff are encouraged to contribute their opinion to the development of the Foundation

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Anti-Corruption Policies

CNCF has stringent policies on anti-corruption that meet international financial standards. As a part of their contract and induction, all staff are required to understand the Foundation's anti-corruption practices. Any breach of the anti-corruption policies by CNCF staff is prohibited and grounds for disciplinary action. All staff including Board Members, managers, staff and volunteers and interns are encouraged to report instances of misconduct and malpractice to their managers. In 2016, there were no cases of dismissals or disciplinary action taken against any employees as a result of corruption.

Child Protection Policies

CNCF have very stringent child protection policies in place. Every employee and volunteer is required to read and sign a Child Protection Policy as part of their contract. The policy also covers an orientation programme attended by all employees and volunteers. Wherever possible, government bodies like the UK Criminal Record Bureau are contacted and in accordance with their guidelines, checks on all staff and volunteers with responsibility for children are made. Everyone is made aware of what steps to take if concerns arise regarding the safety of children, and adequate actions are taken to support and protect our children. Visitors are only permitted to interact with children in our care while in the presence of authorized CNCF management staff.

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Health and Safety

The health, safety and security of our children and staff is paramount. We consider it our duty to ensure the physical and emotional well-being of our children and our staff. CNCF ensures that health and safety risks are minimized by providing and maintaining safe and healthy working conditions. We are currently working on making available Health and Safety Protocols.

The Foundation provides all our children and staff with social and health insurance. Volunteers and interns are required to be insured in their countries of residence before they begin at the Centre. They are also required to be vaccinated against many prevalent diseases in Vietnam. Furthermore, all our staff undergo an annual health check-up.

An Annual Fire Drill is conducted by the Fire Department for all of our staff. Part of the drill includes evacuating all children at the Centre and first-aid training.

Apart from Annual Fire Drill, we also organize many other training workshops to staff which are also relevant to our daily job such as:

- Fire Safety System Training
- Food Safety
- Road Safety



Fire safety training and evacuation is prioritized as a main requirement when working with children



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Communications

It is important that our staff are fully informed and engaged with organisational developments and concerns. To ensure this, weekly managers meetings and regular departmental meetings are held to keep staff informed and involved in all programmes, raise questions and voice concerns. These meetings also serve as a platform for knowledge sharing and problem solving.

The languages used for internal communications in our Operational office in Vietnam are English and Vietnamese.

A monthly meeting between the Group CEO of the Foundation and the Director of Operations Vietnam office is held to review and update issues and share information regarding on-going projects and operational organization. Monthly conference meetings are also held amongst all senior staff in our Operational and Partner fundraising offices.

Externally, our websites, blog and social media pages are updated with our latest news, information about our work and ways to be involved. Our Partner Offices also send newsletters and email updates to our supporters around the world.

The language used for external communications is English. Our Partner Office in France uses French for external communications.



Regular sharing sessions among CNCF staff and the Board of Management

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SECTION 4: FINANCIAL OVERVIEW

Fundraising and Income

Since 2015, recognizing the increasing challenges of fundraising overseas and the lifting of restrictions of fundraising in-country, we have created a Fundraising and Marketing team in Vietnam. The small team of three began identifying donors at a local level including forming partnerships with corporate, organizations and educational institutions as a part of their Corporate Social Responsibility (CSR) activities.

We approached corporates for long term support and provided CSR activities and expressed that we would like them to do fundraising for us.

In 2016, a number of organisations supported our programmes through their local CSR initiatives. We engaged with local schools and educational organisations including the Universal English Centre (UEC), British International School, American International School, Australian International School and Hoa Sen University. CNCF also formed partnerships with larger corporations such as Starbucks, Sony, UPS who supported us through their local offices' CSR initiatives. Local businesses also helped through various kinds of donation and activities such as Hoan My Hospital provided a free-of-charge general health check-up for children and Phuc Thang Furniture invited our children for a career tour at their factory.

The British Business Group Vietnam continues to support us as a long-term donor for our Medical Assistance Programme and also through their annual 'Fun Run' of which we were one of the beneficiaries of its proceeds. We are also proud to be awarded by the Australian Consulate through their Direct Aid Programme which provided funding for one capital project in 2016. Moreover, the Education Scholarship Program was also supported partially by the Irish Embassy after the visit of the Irish Ambassador Vietnam.



Annual Fun Run 2016 hosted by BBGV with the attendance of staff from CNCF Vietnam to raise awareness and funds among the local communities

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Christina Noble receiving members of the ex-pat community at the exhibition 'Childhood' organised by globally renowned French photographer Rehahn in aid of CNCF at the Caravelle Hotel.

In addition, CNCF approached the expat community group in Ho Chi Minh City with an aim to increase their awareness on the work of CNCF. Our efforts have resulted in various donations and gifts in kind with a major Christmas Gifts For Children campaign by CROWN Removals.

The past few years have presented a challenging economic climate which has proven to be more difficult than in previous years to raise funds. We remain deeply grateful to everyone who has continued to support us in these trying times and help us continue helping the children in Vietnam and Mongolia so they may have the happy childhood which they deserve childhood.

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Expenditure

Our 2016 audits are currently peavailable upon request for distribution by the fourth quarter of 2017.

Administration - Budget 2016		
No.	Item	Amount (USD)
1	Staff salary & allowance	37,992.00
2	Office and IT supplies	19,334.00
3	Travel-flights domestic and local	5,135.00
4	Repairs & maintenance	3,109.00
5	Utilities (rent, electricity, water)	36,771.00
6	Communication (Telephone. ADSL. Postage)	5,792.00
7	Public relation	764.00
8	Bank charge	462.00
9	Security	2,478.00
10	Assets & tools	9,536.00
	TOTAL	121,373.00

It is only because of the generosity of our sponsors and donors, that we can continue our work with some of Vietnam's most vulnerable children. Thank you for helping us give our children back their childhood.

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The Christina Noble Children's Foundation is committed to transparency. We welcome requests for information and feedback on our work. If certain information cannot be disclosed for reasons such as child protection, security or confidentiality, we will provide reasons for non-disclosure.

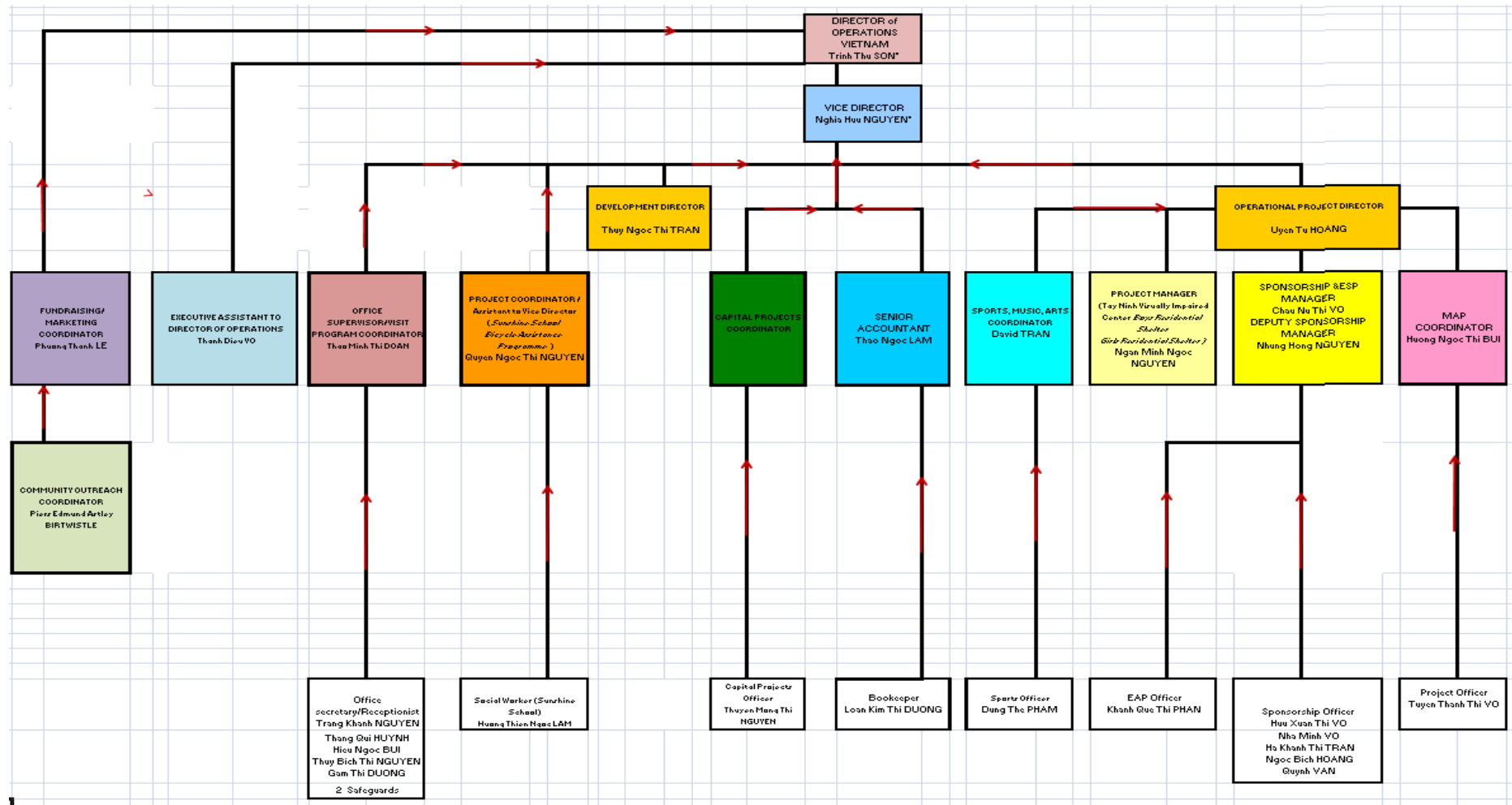
Both our Operational Offices in Vietnam and Mongolia welcome visitors to come see our work first hand. To minimize the impact on our staff and the children in our care, we ask that prior appointments are made and visitors adhere to our Code of Conduct (that takes into account cultural sensitivities and child protection). This will be sent via email prior to the visit.

For further information about this report, please email us at **vietnam@cncf.org**. Visit **www.cncnf.org** for more information about our Foundation. Our Partner Offices can be contacted using the details shown.

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ANNEXURE

Organization Chart CNCF Vietnam 2016





“Childhood is the foundation of life. Help us make it a good one!” - Christina Noble

Each of us is only one person. But by joining all the ones together, we can accomplish greatness. If you and your organisation are interested in supporting us in 2017/2018 please contact our Foundation. It is only through the kind generosity of others that we are able to continue our work with some of the world's most vulnerable children.

Christina Noble Children's Foundation - Vietnam

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Christina Noble Children's Foundation

