

Voices

of Children and Young People

Child Helpline Data for 2017 & 2018



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Disclaimer

Data presented and statements made do not capture the full scope of practices and policies of all countries and cases handled by child helplines and other child protection organisations at the national level. The exact data can be requested from Child Helpline International.

Child Helpline International's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child, including children's right to privacy and protection from harm. To preserve the trust and confidence children and young people place in child helplines every day, any personal details cited in case summaries has been altered and anonymised.

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Foreword

Thirty years ago, on 20 November 1989, the United Nations Convention on the Rights of the Child – the UNCRC – was signed. Today, it's certainly something we should be celebrating. Almost all of the world's governments – except one – have pledged to protect and promote children's rights, making this Convention one of the most visionary and universally accepted human rights agreements in history.

The UNCRC protects the rights of all children, everywhere, to be free from discrimination, free from violence and free from neglect, regardless of their ethnic or social background, or any other status. It means that *all* children, *everywhere*, should be treated with respect and should be treated with dignity. It means that *all* children have the right to education. And it means that *all* children, *everywhere*, have the right to express their own opinions and the right to participate in the decisions that concern them.

It means that every child has a voice, and no child should ever be left unheard.

One of the chronic problems in efforts to implement the UNCRC in an effective manner is the lack of data on the nature and magnitude of the problems children are facing. Child helplines give children and young people the opportunity to talk – in confidence and anonymously – about anything that matters to them. Child Helpline International brings together 175 child helplines from 145 countries and territories around the world, and turns the many millions of stories and reports that our member child helplines hear into one big picture of where in the world children and young people are facing injustice, abuse and danger.

This report is the aggregation of all of the data collected by national child helplines over the years 2017 and 2018. The figures provide a reliable picture of the problems children are facing in their lives, including being subjected to violence and exploitation. In particular, they show that violence against children continues to be a significant problem in many countries. It also shows that a large percentage of children and young people contacting child helplines are doing so because of their concerns about mental health and well-being.

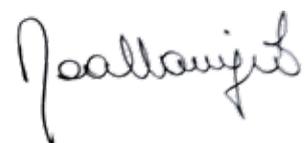


Dr. Najat Maalla M'jid is the Special Representative of the United Nations Secretary-General on Violence Against Children. She previously served on the Board of Child Helpline International.

The conclusions from the data presented in this report is a clear message from children and young people to the world to governments around the world to urgently increase their investment in the implementation of children's rights, and to make sure they are contributing effectively to the achievement of the Sustainable Development Goals.

Through the increasing use of ever-improving communications technology, child helplines are making it easier and easier for children and young people to contact them when they need support or protection. We must ensure that all of these voices are heard and that they have a powerful impact on legislation and policy, at both the national and international level.

Every child has a voice. We must make sure that we listen to all of them. Listening to children's voices, treating children as active participants with full rights and being accountable to children is the only way to achieve peaceful, just and inclusive societies.

A handwritten signature in black ink, which appears to read 'Najat Maalla M'jid'.

Executive Summary ≡

Child Helpline International is a collective impact organisation with 175 child helpline members from 145 countries and territories around the world. We coordinate information, viewpoints, knowledge and data from our members, partners and external sources. This exceptional resource is used to help and support child protection systems globally, regionally and nationally, and to help our members advocate for the rights of children and amplify their voices.

This report describes the contacts our child helpline members received in 2017 and 2018. The data presented here were obtained through Child Helpline International's annual data survey, and are reported as collected and submitted by our child helpline members. We received data from child helplines in 84 countries and territories around the world.

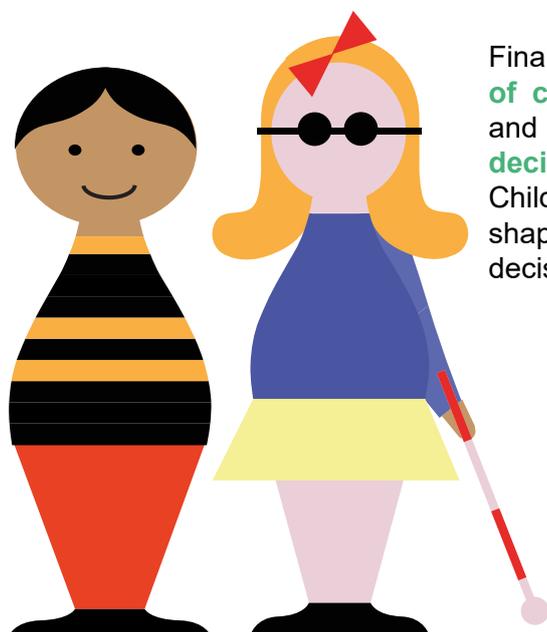
We outline **four key recommendations** stemming from those data, and from our experience as a global network. These recommendations are designed to ensure that children's rights and well-being are protected across the world through the work of child helplines.

Our first recommendation is that **every child should have free and unrestricted access to helpline services**. National governments and the ICT sector should support children's rights by facilitating the reach and accessibility of child helplines to all children and young people in their country. Support should be made available to raise awareness of child helplines in a child-friendly manner that ensures children and young people know how to use helpline services and what they can expect.

The second recommendation is to **enhance the quality and sustainability of child helplines, so that they can do their crucial work to ensure children's rights**. Child helplines require reliable long-term funding to sustain and improve their activities. Child helplines should receive funding and support towards the implementation of good practices such as data analysis, trainings and contingency plans.

Our third recommendation is to **enhance structured partnerships, as they have a crucial role in eradicating violence against all children**. Governments, child protection agencies and thematic expert organisations should work with child helplines to build a highly integrated service network. In doing so, it is important to consider the diverse needs of children and young people. Vulnerable and under-represented groups of children and young people stand to benefit from increased coordination among child helplines and other actors.

Finally, our fourth recommendation is that the **voices of children**, gathered through child helpline data and youth participation, **should inform policy and decision-making that affects children's lives**. Children's voices should not only play a role in shaping child helpline services, but should inform decision-making at the highest levels.



Children's Rights and Child Helpline Data

The **key finding** from this report concerns the **high prevalence** of contacts from children and young people related to **abuse and violence** on the one hand, and to **mental health** on the other. While there was a lot of variance around the world regarding the numbers and the different reasons for contacts the helplines receive, these two issues appear to be globally important.

Suicidal thoughts, as well as **fear and anxiety**, are the most significant issues children and young people talk about in relation to psychosocial/mental health. Although the gender of children and young people contacting child helplines is not always known, it would appear that it is girls more than boys who are making contact about psychosocial and mental health issues. This is consistent with global data that suggests that women in general are at a higher risk of mental health issues.

Physical and emotional abuse are the most significant issues in the abuse and violence category. Again, it would appear that girls are more likely than boys to contact child helplines about abuse, especially when it comes to sexual abuse. This is also in line with global data on gender differences.

This indicates that **abuse, violence and mental health need special attention**. Special support and measures such as trainings are required, so that child helplines worldwide can deal with the large number of these cases appropriately.

Child helplines have a unique insight into the gap between policy and reality, making them a key actor in advocating for children's rights. Across the world they support millions of children every year. They respond to issues ranging from serious children's rights violations, to children who just want someone to chat to on the way home from school. What brings child helplines together is the provision of an easily accessible, confidential system that allows children themselves to tell a counsellor what is going on in their lives.

Child helplines also have a unique insight into the direct experiences of children and young people on a larger scale than any other organisations. Therefore, the **value of child helplines' data on contacts cannot be overstated** in informing and guiding policy, learning and practice. The role of child helplines in protecting children and promoting their rights is adapted to the needs of each child or young person. Child helplines work with a range of national partners and referral agencies to ensure that children and young people receive the support they need to thrive. In this position, child helplines have oversight of where services are missing or failing children and young people.



30 years of the UN Convention on the Rights of the Child

The United Nations Convention on the Rights of the Child, adopted in 1989, is an important milestone that recognised children as human beings, with the same basic rights to lead dignified lives as adults. Signed and now ratified by 196 States Parties, the UNCRC – which sets out the civil, political, economic, social and cultural rights of children – is the first step in an entire chain of activities.

Governments that have ratified the UNCRC are bound by it, and required to make periodic reports and appear before the UN Committee on the Rights of the Child, which monitors and examines the progress being made on implementing children's rights. During this process, the Committee takes into account the reports submitted by civil society organisations and specialised UN agencies. Child Helpline International is among the NGOs who provide the Committee with additional information that is important for this monitoring process.

Child helplines are a vital part of a well-functioning national child protection system. The UNCRC's Article 19 requires States to protect children from all forms of violence, including emotional violence, abuse and neglect. Through child helplines, children can report abuse and exploitation, and talk with trained counsellors in confidence. They can ask for advice and support when necessary. For many of these children, talking to a child helpline can be a major first step in ensuring they play an active and participatory role in their own futures, being treated as human beings with rights and responsibilities, and being given a voice. In this way, child helplines also pursue the aim of Article 12 of the UNCRC, as they give children the opportunity to express their views to someone who will listen.

Since 2004, the Committee has relied on Child Helpline International to report on the status of child helpline services being delivered in countries under scrutiny. Child Helpline International has now submitted more than 180 such reports to the UN Committee on the Rights of the Child. These highly valued reports facilitate the Committee's dialogue with States, whether in regard to establishing a child helpline in a country where none previously or currently exists, or improving one that is already in place. These reports make it possible for the Committee to give focused and relevant recommendations to States in this respect. Over the years, and as a result of these recommendations, more and more countries now support safe, confidential and accessible mechanisms to children and young people, including child helpline services.

The 30th anniversary of the UNCRC will most likely produce many reports and other publications, this year and next, about the achievements in implementing the UNCRC and the challenges still remaining. Concrete commitments by States who have ratified the UNCRC to increase and strengthen their efforts to fully implement it will be a truly effective way in which to celebrate this anniversary. In particular, the commitment to invest in the implementation of the UNCRC for the purpose of contributing to the achievement by 2030 of the child-specific targets in the Sustainable Development Goals (SDGs) would be especially welcomed. These child-specific targets include the significant reduction of child and infant mortality, education for all children, the end of all forms of child labour, the end of child marriages, female genital mutilation and other harmful practices, and the end to all forms of violence against children and exploitation of children.



Professor Jaap E. Doek is the Board Chair of Child Helpline International. He was elected to the United Nations Committee on the Rights of the Child in 1999, and served as its Chair from May 2001 to February 2007.

Child Helpline International extends its heartfelt congratulations to the United Nations on this 30th Anniversary of the UN Convention on the Rights of the Child. Through the efforts of the UN Committee on the Rights of the Child, and the tireless work of our child helpline members around the world, we hope to achieve the goal of ensuring that every child has a voice, and that no child is ever left unheard.

A handwritten signature in blue ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

“ For many children, talking to a child helpline can be a major first step in ensuring they play an active and participatory role in their own futures...”

Why children and young people contact child helplines

In order to understand the issues faced by the children and young people who get in touch with child helplines, we survey all of our members around the world to gather information about the contacts they receive. This report presents the compilation and analysis of those data pertaining to the years 2017 and 2018.

Depending on the requirements of their counselling and research activities, our child helplines members record various information for each contact they receive. In order to understand why children and young people contact child helplines, Child Helpline International works closely with the child helplines to create a common categorisation of those contacts. This categorisation includes 21 issues or reasons for making contact. The child helplines indicate to us, on a yearly basis, the number of contacts received within these different categories.

It should be noted that the content and level of detail of the information recorded for each contact is the prerogative of the child helplines themselves and is not dictated by Child Helpline International. Therefore, these categories might differ from categories used by some child helplines when the data was originally collected. It should also be noted that child helplines have differing practices relating to the information recorded. Whereas some indicate the reason voiced by the child or young person for calling, others indicate the reason identified by the counsellor, which in some cases might not always be the same.

For the present report, we calculated the average number of contacts received by each child helpline in each category of contact across the years 2017 and 2018. Some child helplines only submitted data for either the year 2017, or the year 2018; in those cases, we present the data submitted as such. We have then aggregated the data at the regional level, and present the proportion of contacts received in each region using our categorisation.



Before diving into those issues, let us first have a global look at the numbers of contacts received by our child helplines members in 2017 and 2018:

Average number of **total contacts** received in 2017 & 2018 across all regions:

13 329 573

Region	Number of contacts	Average number of countries
Africa	1 186 006	12.5
Americas & The Caribbean	585 705	13
Asia-Pacific	8 257 136	14
Europe	2 782 992	37.5
Middle East & North Africa	517 734	6



*These are **all contacts** received by our members on a yearly basis (average 2017 and 2018) within each of our five regions. This includes information requests, missed contacts, silent contacts, pranks, abusive contacts.*

Average number of **counselling contacts** received in 2017 & 2018 across all regions:

3 131 208

Region	Number of contacts	Percentage of total
Africa	281 856	23.8%
Americas & The Caribbean	394 623	67.6%
Asia-Pacific	581 328	7.0%
Europe	1 654 381	59.4%
Middle East & North Africa	219 018	42.3%



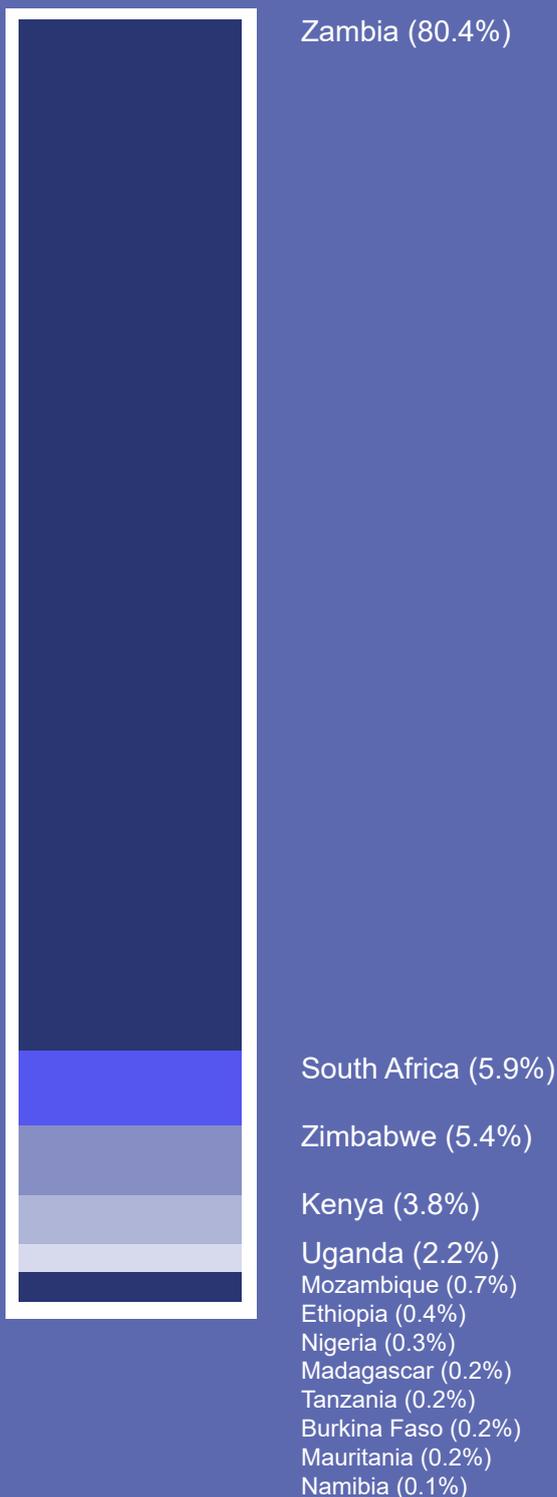
*These are the **counselling contacts** received by our members on a yearly basis (average 2017 and 2018). Please note that the removal of India from the analysis would see the percentage of counselling contacts within the Asia Pacific region increase to 33.3%.*

The following pages focus on these **counselling contacts**, and break them down into various issues within each of our five regions.

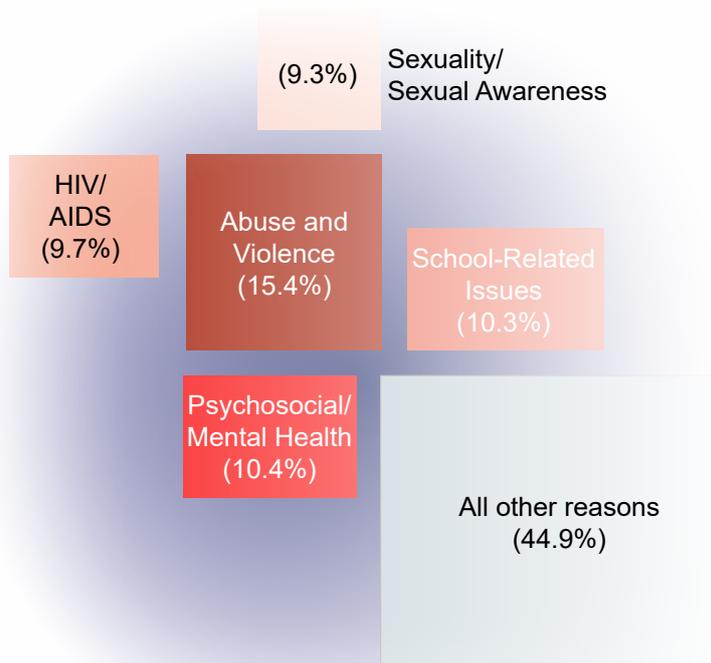


Africa

We received data from 13 countries in the African region. It is worth noting that this region's data is strongly influenced by Zambia, as this country represents 80.4% of all contacts in the region.

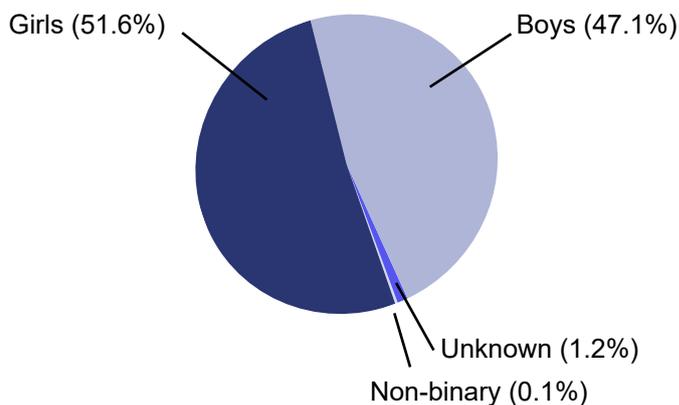


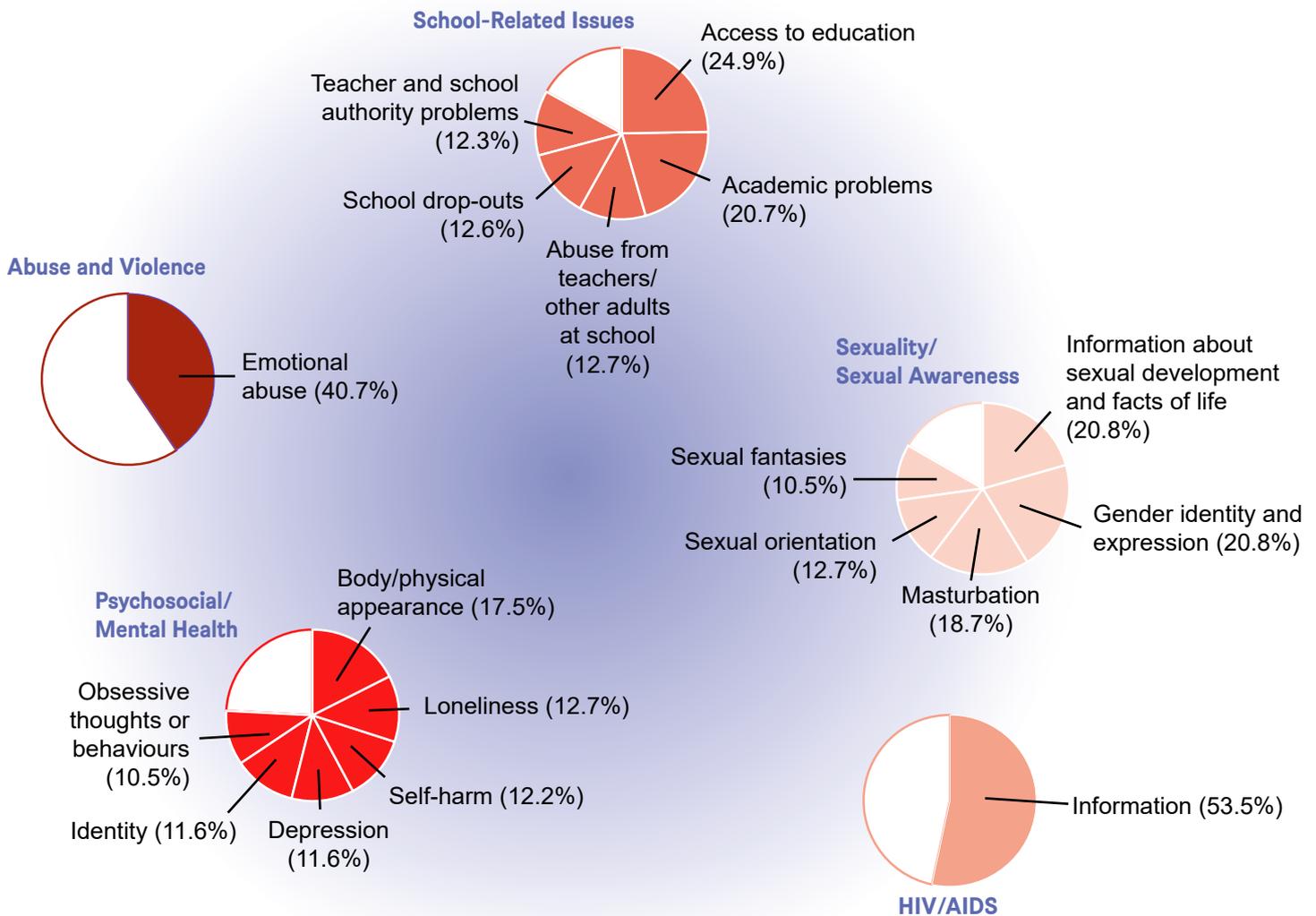
Children and young people contact child helplines in the Africa region mainly because they are facing issues related to Abuse and Violence, Psychosocial/Mental Health, School-Related Issues, HIV/AIDS and Sexuality/Sexual Awareness.



Contacts by gender

Girls and boys seem equally likely to contact child helplines in this region.





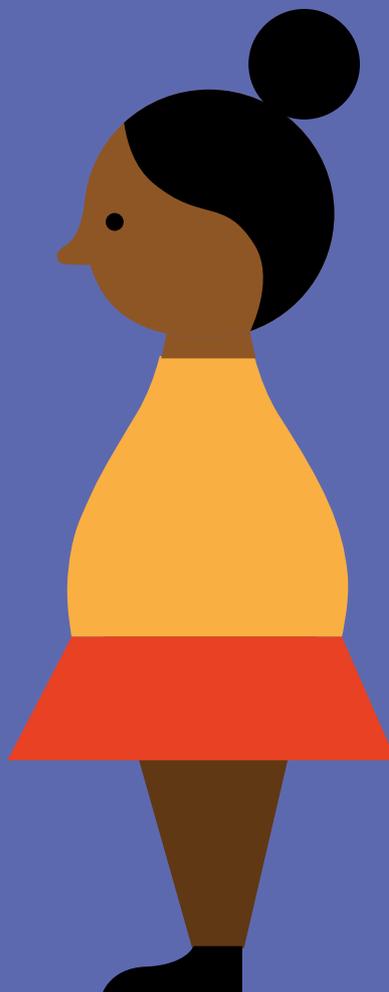
Zoom-in

- Of the contacts relating to **Abuse and Violence**, 40.7% appeared to be cases of **Emotional Abuse**.
- Contacts about **Psychosocial/Mental Health** were a lot more diverse. They concerned a variety of issues, from concerns about identity and appearance to obsessive thoughts and behaviours, from loneliness and depression to self-harm.
- Children and young people in Africa also appeared to be concerned with multiple **School-Related Issues**. Our data suggests that access to education is an important issue, as are concerns about academic achievement and problems with teachers and other school authority figures.
- Our data suggests that the vast majority of contacts relating to **HIV/AIDS** were seeking information about the virus/disease.
- Finally, it is interesting to note that children and young people in Africa contacted child helplines to talk about **Sexuality/Sexual Awareness**. These sex-related contacts appeared to be about getting information about sex and sexual behaviours on the one hand, and to talk about gender and sexual orientation on the other.

"Our teachers are treating us badly..."

A girl called the child helpline to report harsh treatment and abusive language she was receiving from her teachers at school. She said their use of corporal punishment was so high that some students had chosen to drop out of school. The case was reported to an education officer, who followed up on the case immediately.

The girl called back again later to say "Thank you child helpline! Our teachers are much more friendly nowadays."



"I just feel useless all the time..."

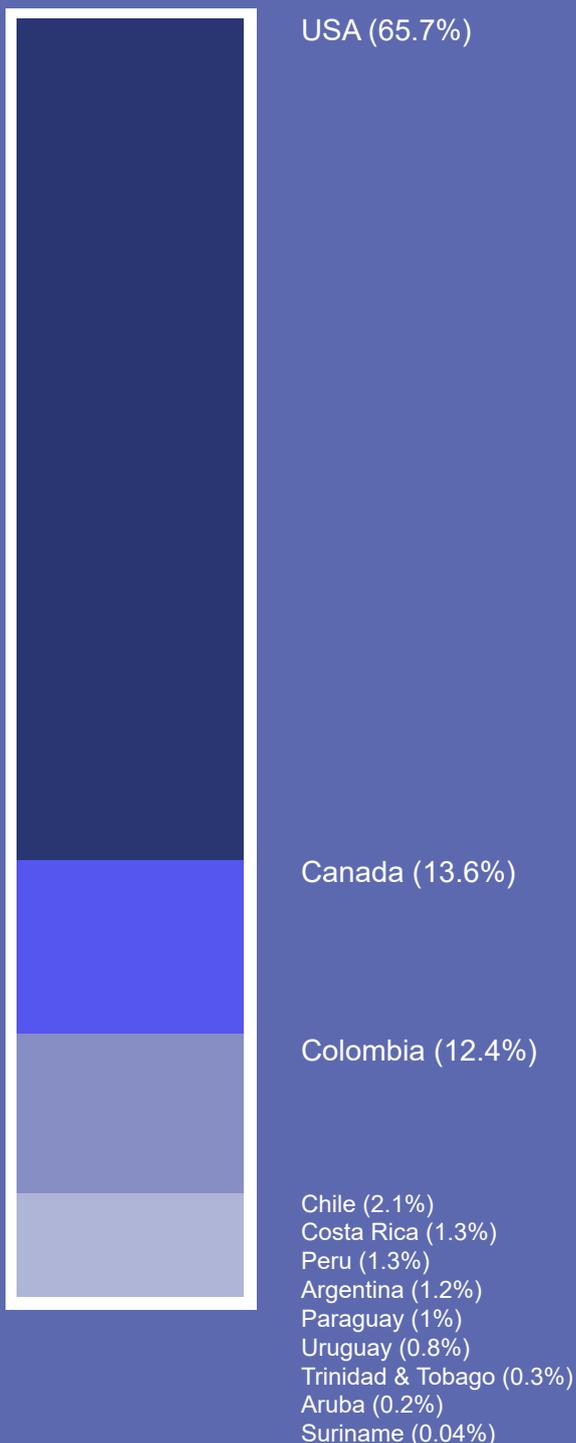
A mother reported that her 14-year old son had started to display antisocial behaviour, and his academic performance had recently taken a plunge. A child helpline counsellor allocated to the case tried to understand the issues the boy was facing, and help address them. After three counselling sessions, the counsellor learned that there was a particular teacher at the boy's school whose curt remarks troubled and demeaned him, making it impossible for him to enjoy learning. "I just feel useless all the time," the boy revealed.

The counselling helped him to repair his damaged self-image. At the same time, the matter was also raised with the teacher in question, who wasn't aware that his remarks were having such a devastating effects on his pupils. He was remorseful, apologised to the boy, and promised to deal with his class differently in future. Three months later, the boy's mother called to thank the helpline team for their support. The boy had improved tremendously in school and was happy once again.



Americas & Caribbean

We received data from 12 countries in the Americas & Caribbean region. It is worth noting that this region's data is strongly influenced by the USA, as this country represents 65.7% of all contacts in the region.

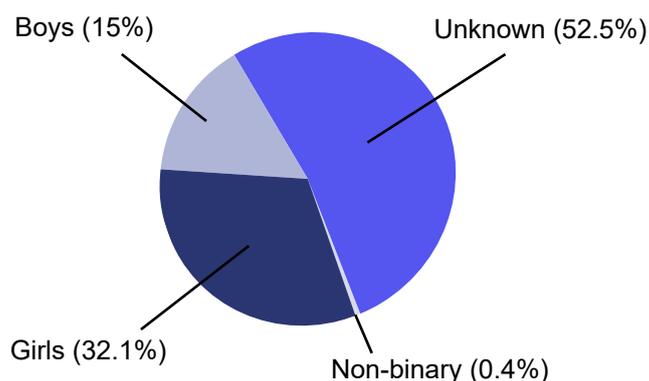


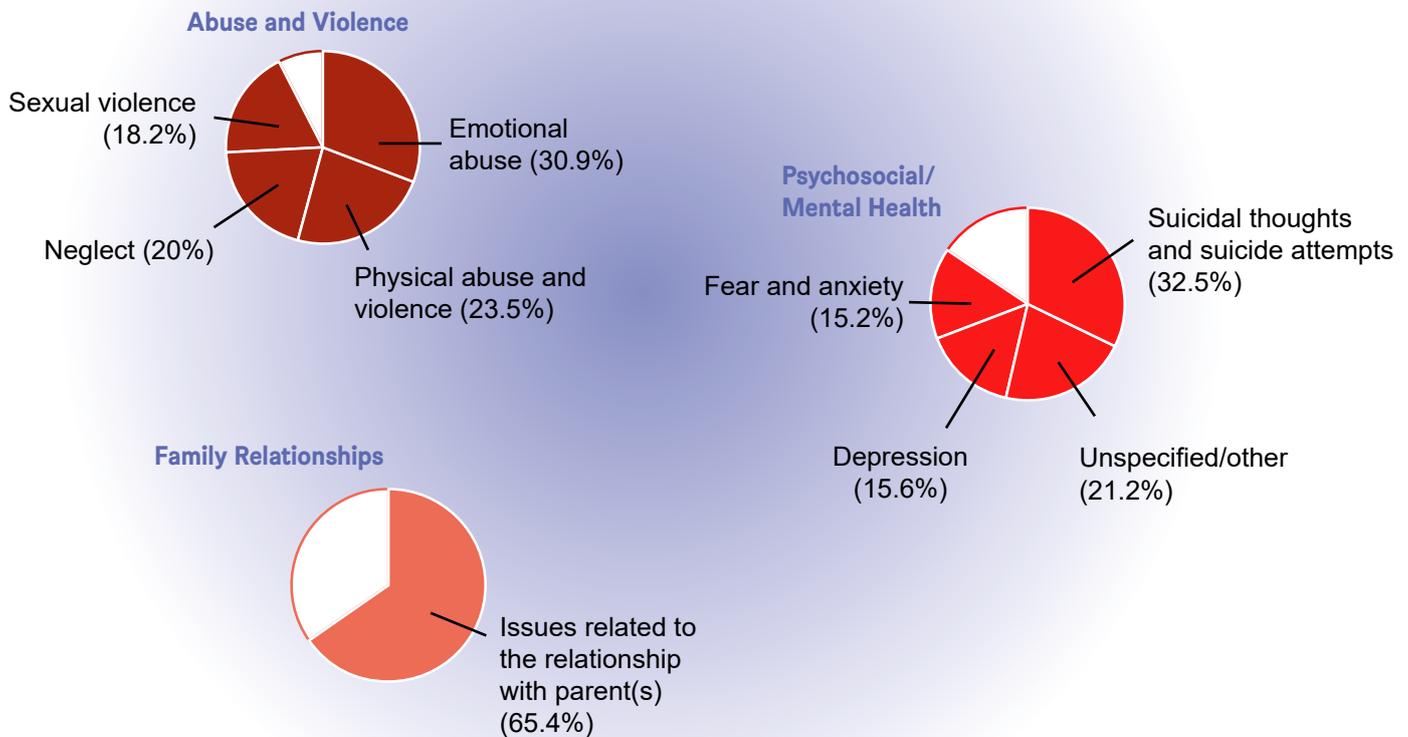
Children and young people contact child helplines in the Americas & Caribbean region mainly because they are facing issues related to **Abuse & Violence**, **Psychosocial/Mental Health** and **Family Relationships**.



Contacts by gender

It is difficult to draw any conclusions related to the gender of the children and young people who contact child helplines in this region, since the gender of over half of the callers is not known. Where the gender is known, however, girls seem twice as likely as boys to contact child helplines in this region.





Zoom-in

- Of the contacts relating to **Abuse and Violence**, 30.9% appeared to be cases of **Emotional Abuse**, and 23.5% of **Physical Abuse and Violence**.
- Contacts relating to **Family Relationships** were mainly about children's relationships with their parents, accounting for 62% of the contacts in this category.
- One third of the contacts relating to **Psychosocial/Mental Health** concerned suicidal thoughts, although this amount is largely driven by the greater number of contacts received in the USA as opposed to elsewhere in the region. Otherwise, the contacts about mental health were diverse, ranging across a variety of issues from depression to fear and anxiety, with 21.2% of the contacts relating to issues that were either unspecified or did not fit any other sub-category but still related to mental health.

"She never listens to me, and she breaks all her promises..."

A 15-year-old teenager and her mother contacted the child helpline together. They explained that they were experiencing communication problems, finding it difficult to agree on things. The mother indicated that her daughter doesn't complete her assigned chores, which prompts her to punish the girl. The girl replied that her mother is uncompromising and demands that things are done immediately. The girl said that her mother didn't listen to her and frequently breaks promises.

The child helpline provided a space where the mother and daughter could learn how to communicate with each other. The mother was provided with tools and guidance on active listening, and learning how to negotiate with her daughter based on a better understanding of her daughter's developmental stage. For the girl herself, the helpline showed her healthier and more conciliatory ways in which she could communicate with her mother.



“I want to go home, but he keeps on hurting me...”

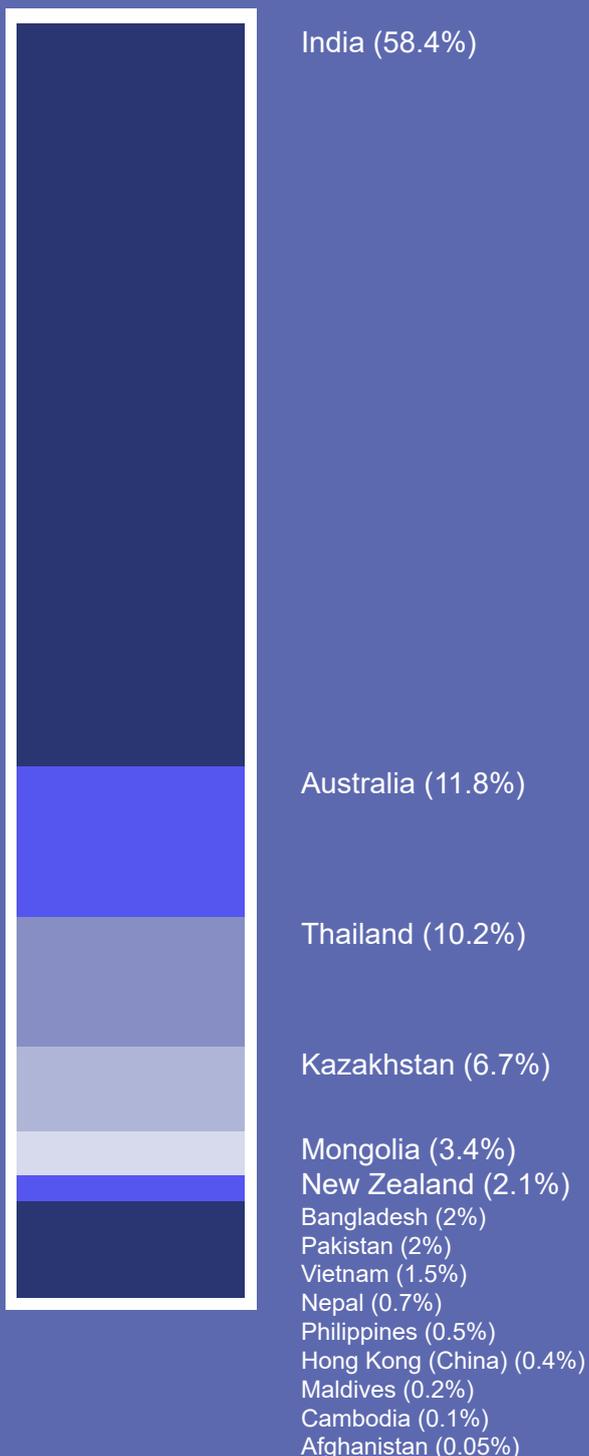


A 17-year-old girl called the child helpline after leaving home due to a difficult situation she faced there. She had been living with her mother, two siblings, and her mother’s boyfriend. This man frequently abused the girl, so she had decided to run away for her own safety. She was now uncertain what to do next. She wanted to go back home, but she did not want her mother’s boyfriend to keep hurting her. The counsellor discussed her options with her, and the girl decided to stay where she was and reach out to her mother through the child helpline’s message service. In the ensuing conversation between the two of them, which the child helpline mediated, the mother told her daughter that the boyfriend was no longer living at the house.

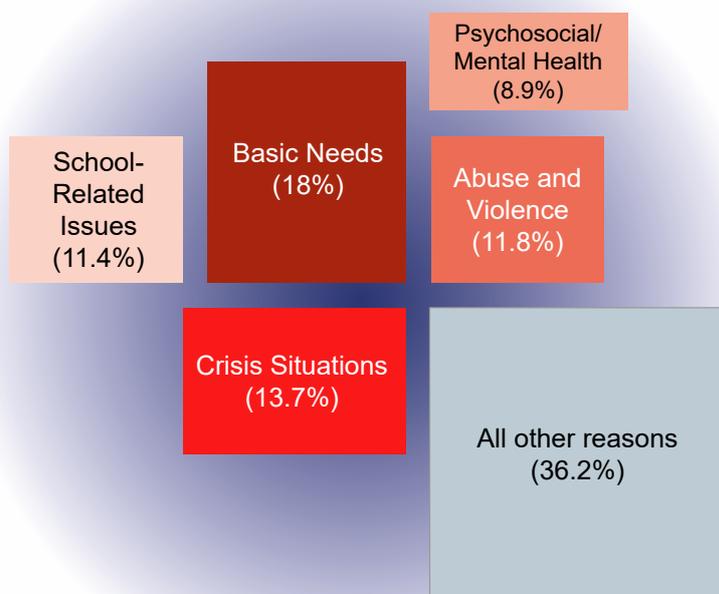
By the end of the call, the girl and her mother had worked out a way forward: she would call her mother every day for the next two weeks, and after that time they would reassess the situation and work out if the girl could return home happily.

Asia-Pacific

We received data from 15 countries in the Asia-Pacific region. It is worth noting that this region's data is strongly influenced by India, as this country represents 58.4% of all contacts in the region.

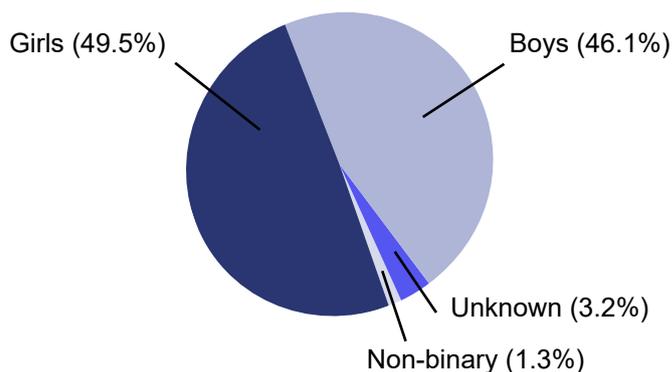


Our data suggest that children and young people contact child helplines in the Asia-Pacific region because they are facing issues related to **Basic Needs**, **Crisis Situations**, **Abuse and Violence**, **School-Related Issues** and **Psychosocial/Mental Health**. It is important to bear in mind that the high number of contacts relating to basic needs is heavily driven by Thailand – 95% of all contacts in this country are about basic needs – and most crisis situations occur in India (75,545 contacts). Mental health issues are especially important, and are the main reason for contact, in Australia, New Zealand and Kazakhstan.

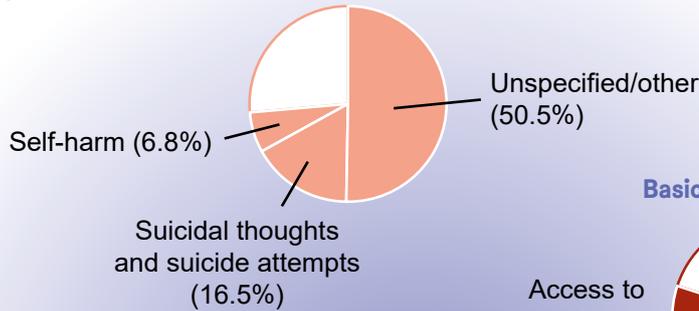


Contacts by gender

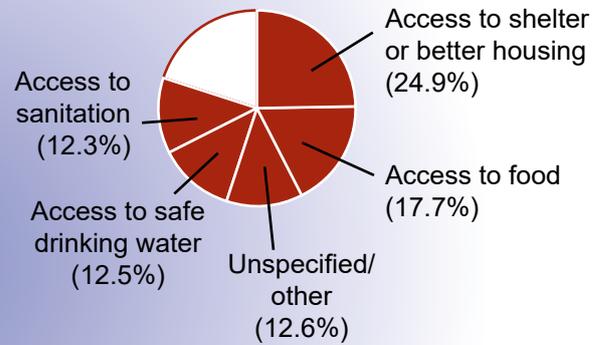
Girls and boys seem equally likely to contact child helplines in this region.



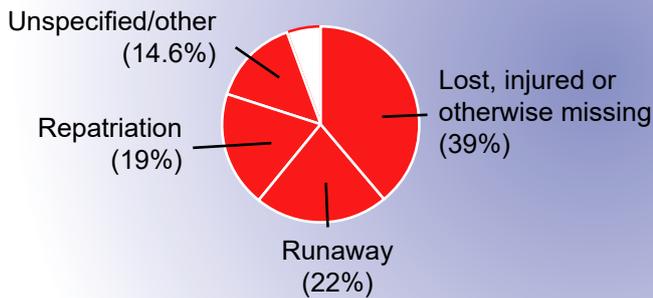
Psychosocial/ Mental Health



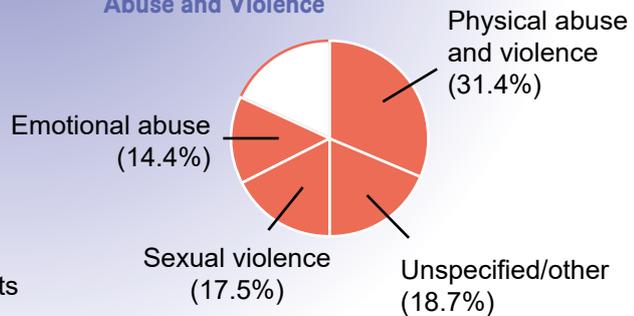
Basic Needs



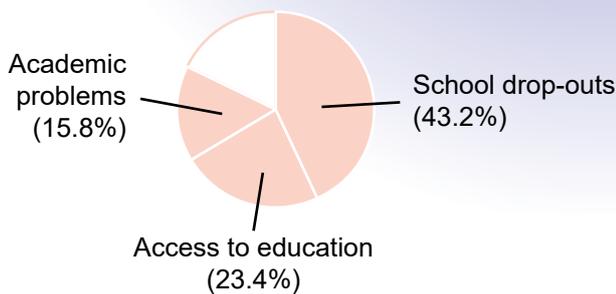
Crisis Situations



Abuse and Violence



School-Related Issues



Zoom-in

- Of the contacts relating to **Abuse and Violence** 31.4% appeared to be cases of **Physical Abuse**. 18.7% of the contacts were unspecified or other issues that still related to abuse and violence issues.
- Issues relating to access to food, shelter, safe drinking water and sanitation cover 67.4% in total of the contacts made about **Basic Needs**. 12.6% of the contacts made about basic needs were unspecified or related to other basic needs.
- Just over half of the contacts relating to **Psychosocial/Mental Health** – 50.5% – were unspecified, or did not fit any specific category. Of the specified contacts relating to mental health issues, 16.5% concerned suicidal thoughts and suicide attempts, and 6.8% were about self-harm.
- 43.2% of the contacts about **School-Related Issues** concerned questions about dropping out of school.



"She leaves the child alone while she looks for food..."

Two girls called the child helpline because they had seen a child and its mother using a nearby bus stop as their home for the past few months. The girls had been bringing this family food and clothing every day during their lunch breaks at school. According to the girls, the child appeared to be very thin, probably because of a lack of nutrition. The girls also reported that the bus stop easily let the rain in, and they would often see the child laying on the cold wet floor. Sometimes they also found that the child had been left alone, and they later discovered that this was because the mother was out scavenging for food.

The woman's husband was tracked down, and he agreed to take the mother and child back to the province they came from, so that relatives could look after them properly. The husband also committed to sending money to support his wife and child on a monthly basis.

"I have so much to get done at school..."

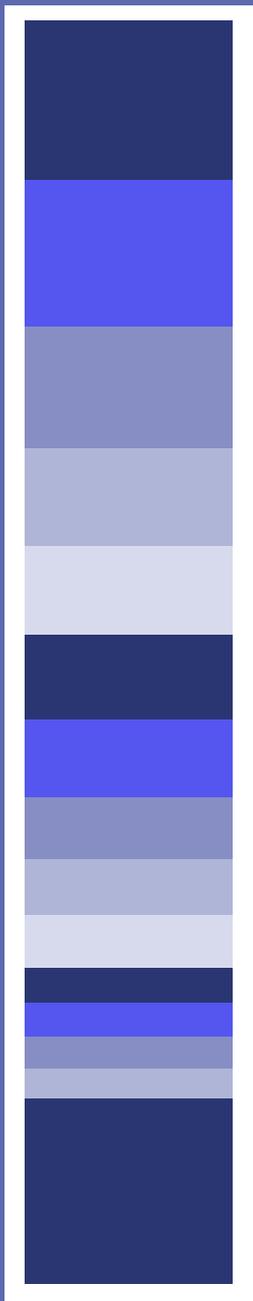
A boy called the child helpline to get some advice. He was feeling overwhelmed by the amount of work he felt he needed to do at school every day. He didn't know how to take a break in order to relieve the stress that he was experiencing, but he felt under a lot of pressure to perform well.

The child helpline counsellor encouraged him to make a schedule every day, making sure that he spent his free time resting and doing what he enjoyed doing, in order to relieve the pressure. He was encouraged to try talking to his parents and friends about how he was feeling. Through this counselling, he learned how to make a sustainable study plan for himself, and a way of relieving his stress and emotions.



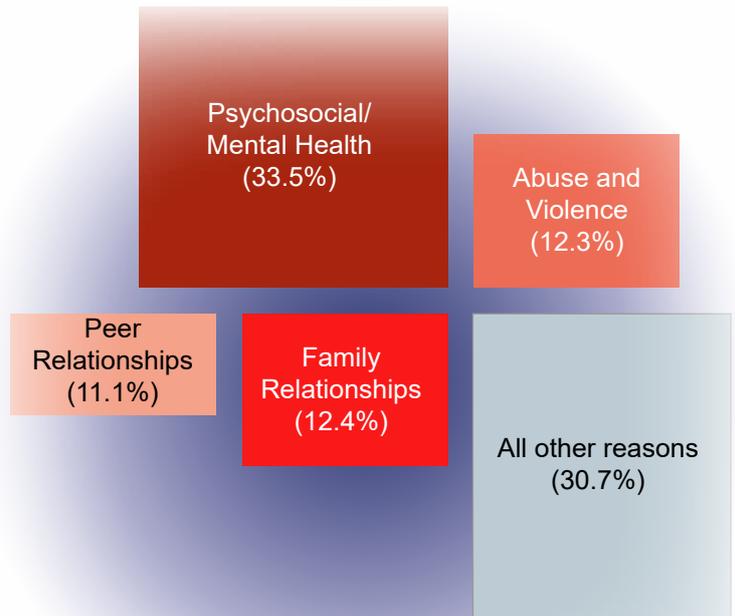
Europe

We received data from 36 countries in the European region.



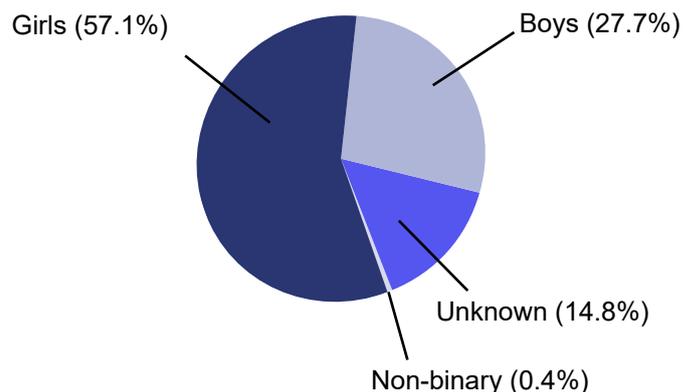
- United Kingdom (20.8%)
- Poland (9.9%)
- Germany (9.2%)
- Spain (7.6%)
- France (6.1%)
- Ireland (5.5%)
- Netherlands (5.3%)
- Denmark (4.9%)
- Belgium (3.8%)
- Sweden (3.5%)
- Ukraine (3.3%)
- Lithuania (2.2%)
- Austria (2.1%)
- Hungary (2%)
- Czech Republic (1.9%)
- Slovakia (1.8%)
- Latvia (1.6%)
- Greece (1.6%)
- Switzerland (1.2%)
- Finland, Norway (0.9% each)
- Romania (0.6%)
- Slovenia (0.5%)
- Italy, Malta, Serbia (0.4% each)
- Azerbaijan, Croatia, Iceland (0.3% each)
- Albania, Bosnia & Herzegovina, Luxembourg, Moldova, Portugal (0.1% each)
- Cyprus, Israel (<0.1% each)

Psychosocial/Mental Health is by far the main issue why children and young people contact child helplines in Europe, followed by Family Relationships, Abuse and Violence and Peer Relationships.

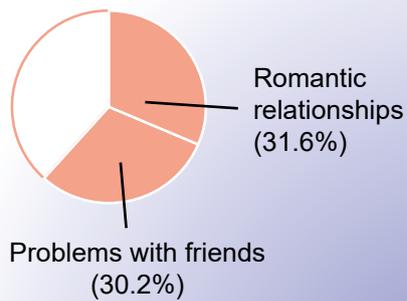


Contacts by gender

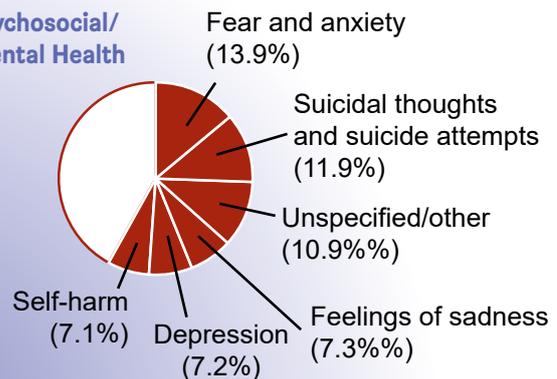
Our data suggest that girls are more likely to contact child helplines in Europe. However, gender is not identified in 15% of the cases, so the difference between the number of girls contacting child helplines and the number of boys could be much smaller.



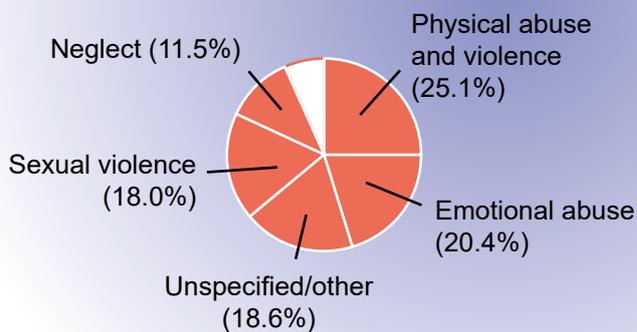
Peer Relationships



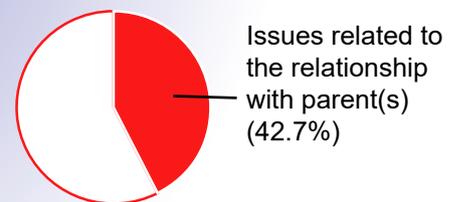
Psychosocial/ Mental Health



Abuse and Violence



Family Relationships



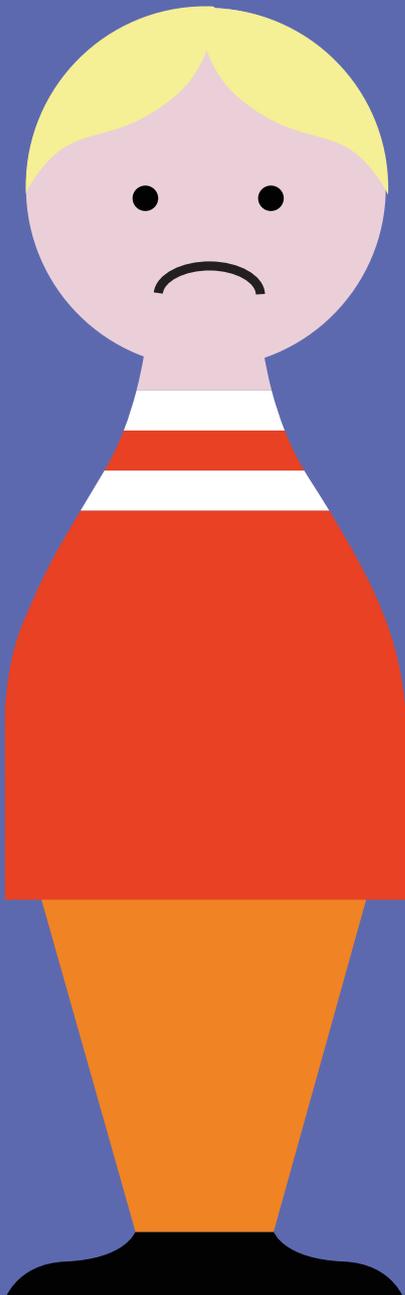
Zoom-in

- Contacts about **Psychosocial/Mental Health** covered a diverse range of issues, including issues of fear and anxiety, feelings of sadness, depression and self-harm, and suicidal thoughts and suicide attempts. 10.9% of the contacts were about other psychosocial/mental health issues that didn't correspond with our categorisation.
- Contacts relating to **Family Relationships** mainly concerned questions about how to navigate relationships with parents.
- Contacts about **Abuse and Violence** concerned various forms of abuse such as physical and emotional abuse and neglect, and sexual violence. 18.6% of the contacts were unspecified or other issues that still related to abuse and violence issues.
- Contacts about **Peer Relationships** related to concerns about how to handle romantic relationships, or how to deal with the many different sorts of problems children and young people were experiencing with friends.

“My mother tried to kill herself, and it’s all my fault...”

A 16-year-old boy contacted the child helpline because his mother had recently tried to commit suicide. He had contacted the emergency services, who were able to save her, but the shocking experience had affected him deeply. “I just can’t get that picture out of my head, it’s like I’m stuck there,” he told them. “My mother is the most important person in my life, she can’t die”. He was worried that it was his fault that she wanted to kill herself, and he felt he should have realised sooner how she was feeling and done something to help her. Although his father – who did not live with the family – had offered to pay for the boy to receive psychological support, he hadn’t yet decided whether he wanted to receive any. “My mother had a psychologist, and it didn’t help her...”

The child helpline counsellor explored his situation with him, validating the emotions he was expressing. The counsellor explained how seeing a psychologist might be of help. The boy was happy he had been able to vent his frustrations, and agreed to think about getting professional support. The counsellor also reassured him that he would have the support of the child helpline whenever he felt he needed to talk to somebody about his situation.



"I want to tell her I like her, but what if she just laughs at me?"

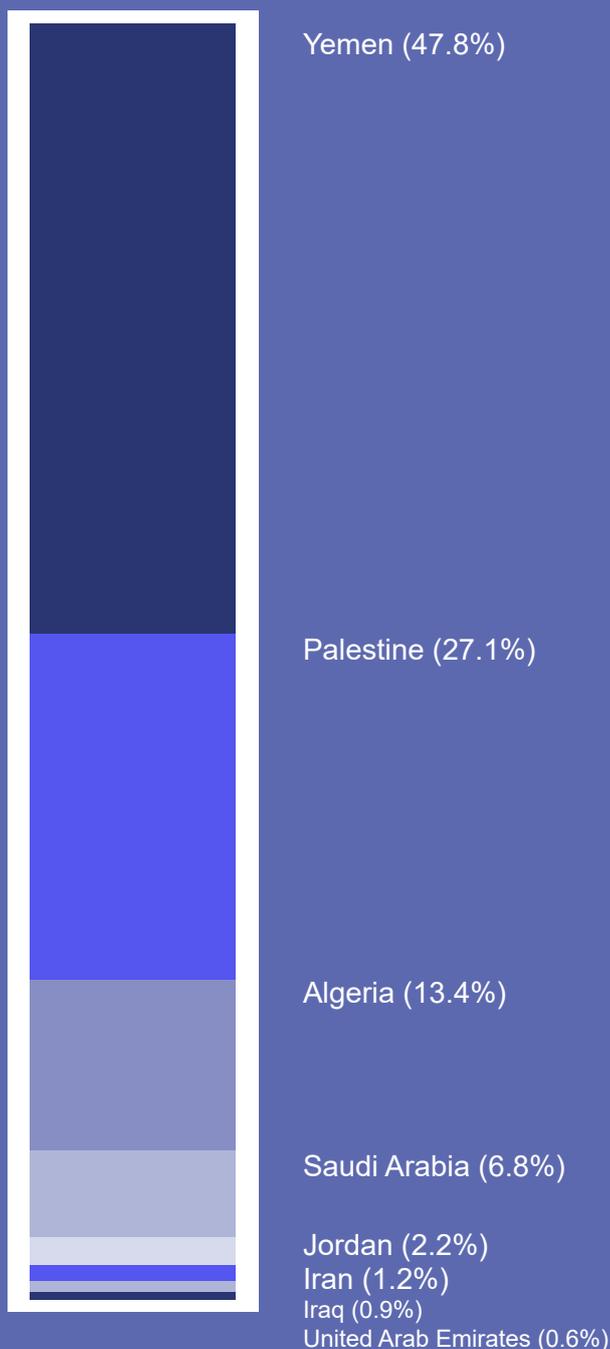
A boy contacted the child helpline to ask how he could tell a girl he likes that he is fond of her. He had been feeling this way about her for a few months now, but he was nervous and embarrassed about approaching her and trying to get to know her. He was afraid to say anything to her because he was worried about being rejected by her, and that he would look and feel "stupid" as a result.

It transpired that the boy and the girl had a mutual friend, and the boy planned to ask this friend for the girl's telephone number. The child helpline counsellor talked with him more about his feelings, and his fears of being rejected. They also talked about what he might want to say to the girl, and how he might deal with the situation whatever way it turned out. As a result of their discussion, the boy felt much more confident and empowered to take the next steps in telling the girl how he felt about her.



Middle East & North Africa

We received data from eight countries in the MENA region. It is important to note that this region's data is strongly influenced by Yemen, as this country represents almost half of the contacts in the region.

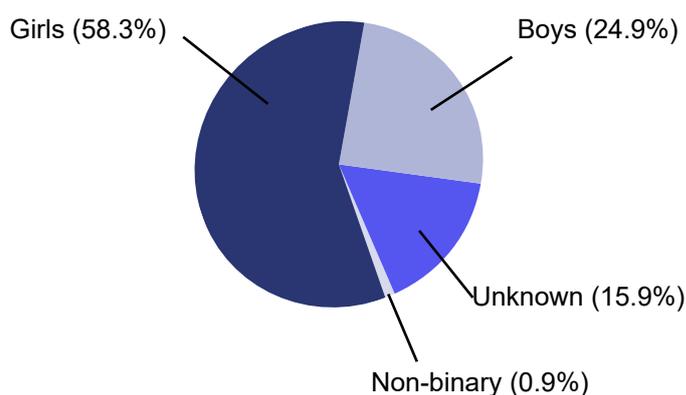


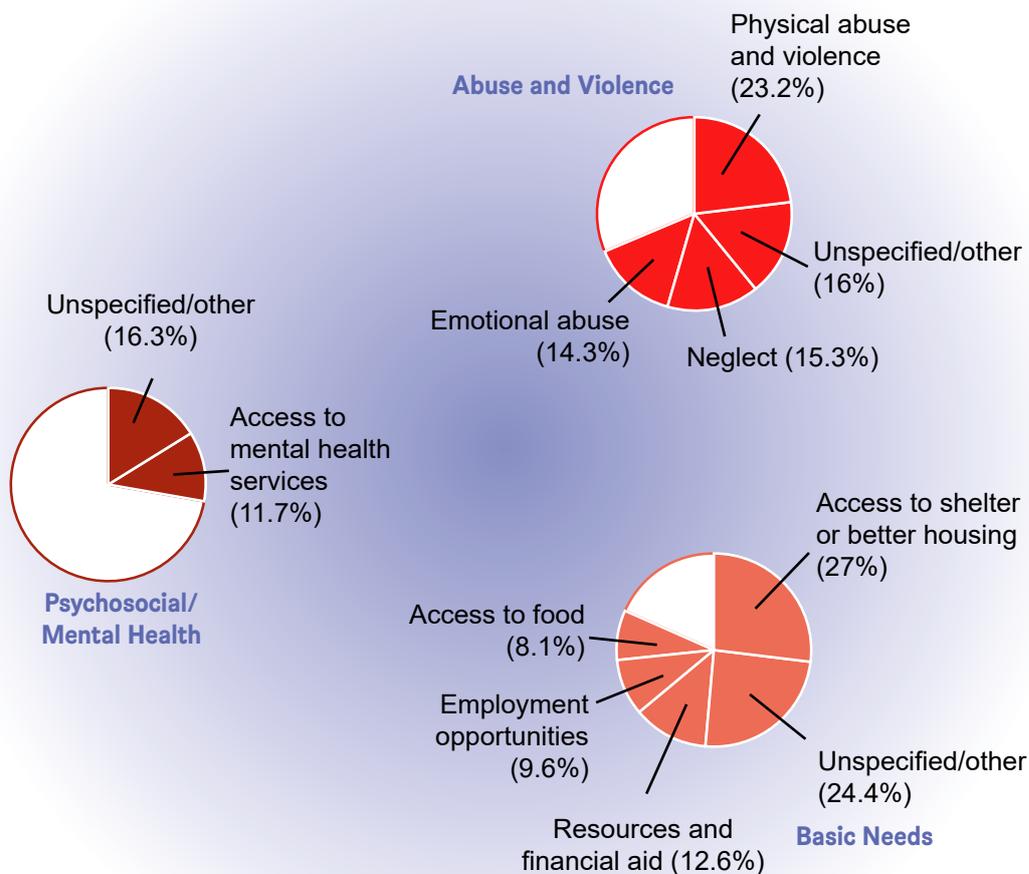
Psychosocial/Mental Health is by far the main issue concerning children and young people who are contacting child helplines in the Middle East & North Africa region, followed by **Abuse and Violence** and **Basic Needs**.



Contacts by gender

Our data suggest that, in this region, girls are more likely to contact the child helplines. However, there is a significant number of contacts from children and young people where the gender is not known, which could address this apparent gender imbalance if it transpired that most of these contacts were boys.





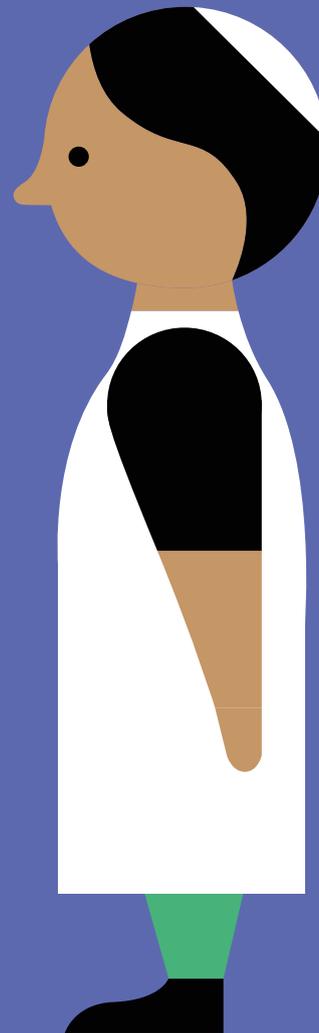
Zoom-in

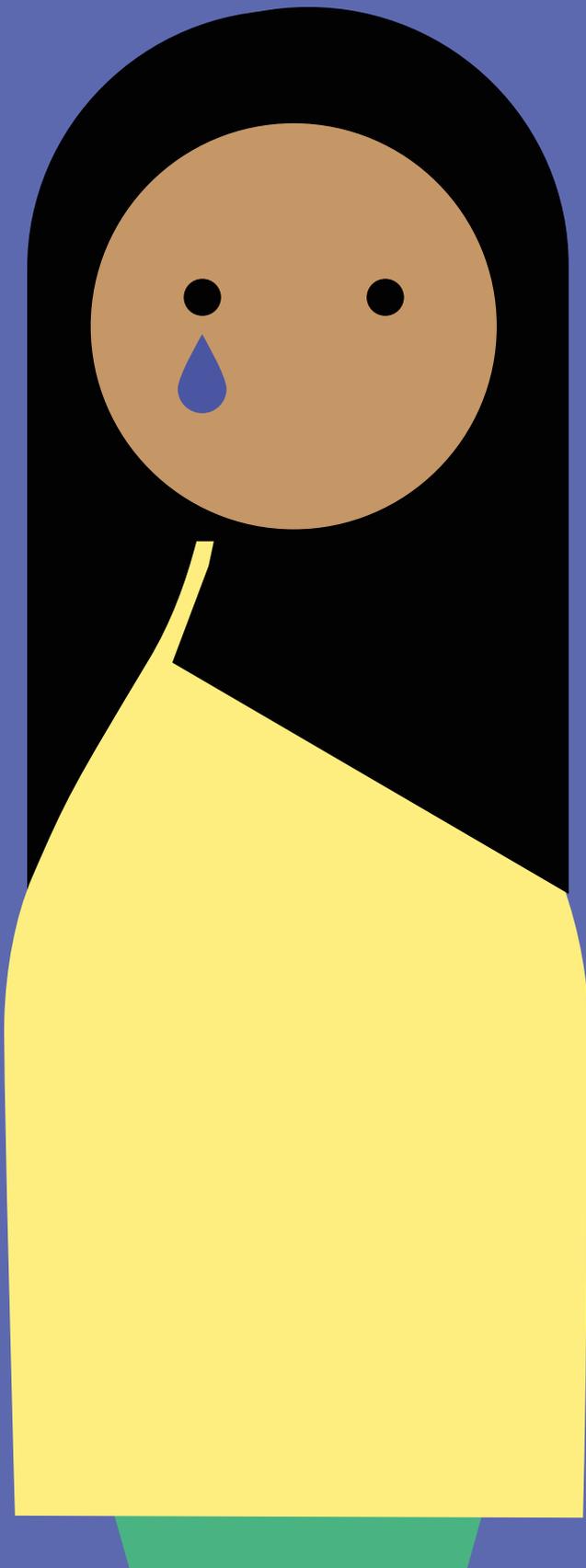
- Contacts about **Psychosocial/Mental Health** are diverse, with 16.3% concerning unspecified issues. Of the issues that were specified, however, the largest concerns are about access to mental health services, being 11.7% of the reasons for contact.
- Contacts about **Abuse and Violence** included physical and emotional abuse, and neglect. 16% of these contacts were about unspecified or other issues that nevertheless still related to abuse and violence.
- The largest number of contacts about **Basic Needs**, at 27% of the total, related to access to shelter or better housing. 24.4% of the contacts were about unspecified or other basic needs. Remaining reasons for making contact included questions about resources and financial aid, employment aid, and access to food. As has already been stated, it is worth bearing in mind that the data for the Middle East & North Africa region is driven by Yemen, which represents 47.8% of the contacts made, and that country's circumstances could well be driving these particular concerns.

“I’m having nightmares, and I’m wetting the bed...”

A 15-year-old boy living in a conflict zone contacted the child helpline and described the nightmares he was having. These nightmares were causing him to wet the bed. He was very embarrassed by this, and was afraid to sleep in case it happened again. This, in turn, caused insomnia on top of the mental health issues he was already dealing with.

The counsellor talked through this boy’s fears with him, and about ways that could help alleviate his worries about wetting the bed. After speaking with him several times, the child helpline was finally able to help him understand why the bed wetting was happening, and helped him work through his trauma to stop him having any more nightmares.





"I might as well die, nobody wants me..."

A 14-year-old girl called the child helpline to ask how she could kill herself, because she didn't want to "stay in this ugly life". In 2015, she was at home with her family when she heard the sound of an aircraft, followed by an explosion. She lost consciousness, and when she finally woke up again, she was in hospital. The rest of her family were dead. After a couple of weeks the girl came to realise that she had lost her left hand in the explosion, and she couldn't use her legs anymore. After leaving the hospital, she wasn't able to go back to school. Her grandmother, who was old and poor, was unable to provide for her. The girl felt that people were looking at her strangely. "I might as well die, nobody wants me." She felt very alone.

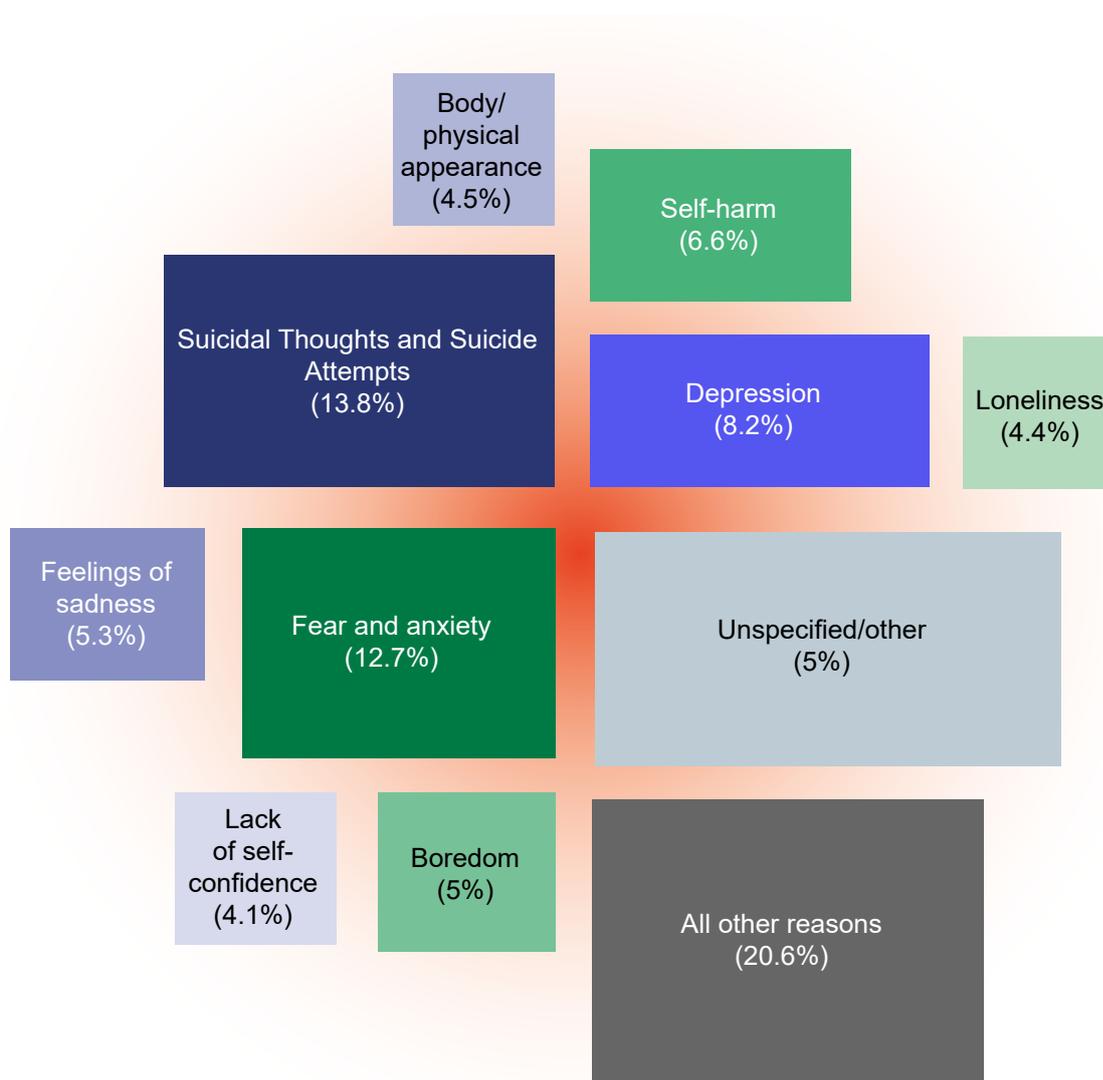
The child helpline counsellor reassured her that there were many other girls who had been through similar difficulties, and felt the same way she did. The girl is introduced to an organisation for women with disabilities, and she will be able to go and study with them. The helpline also contacted the disability fund to organise a wheelchair for the girl, to help her regain her mobility.

Zoom In: Psychosocial/Mental Health

Our data suggest that, in each of the regions, psychosocial/mental health is a significant issue faced by the children and young people who are contacting child helplines. The main reasons for contacting child helplines about psychosocial/mental health issues are shown below.

There is unfortunately a large number of unspecified contacts, which suggests that our data collection processes need to be improved in order to provide more precise information. Nonetheless, we can see that a significant portion of the contacts received by child helplines around the world concern two important issues: on the one hand, **suicidal thoughts and suicide attempts**, as well as **self-harm**; and on the other hand, **emotional distress**, relating to **fear and anxiety**, **depression**, or issues around **sadness** and **loneliness**. Child helplines also received a number of contacts related to identity issues, such as body appearance and self-confidence.

This data suggests that the **training of counsellors at child helplines should contain a special focus on these issues**.

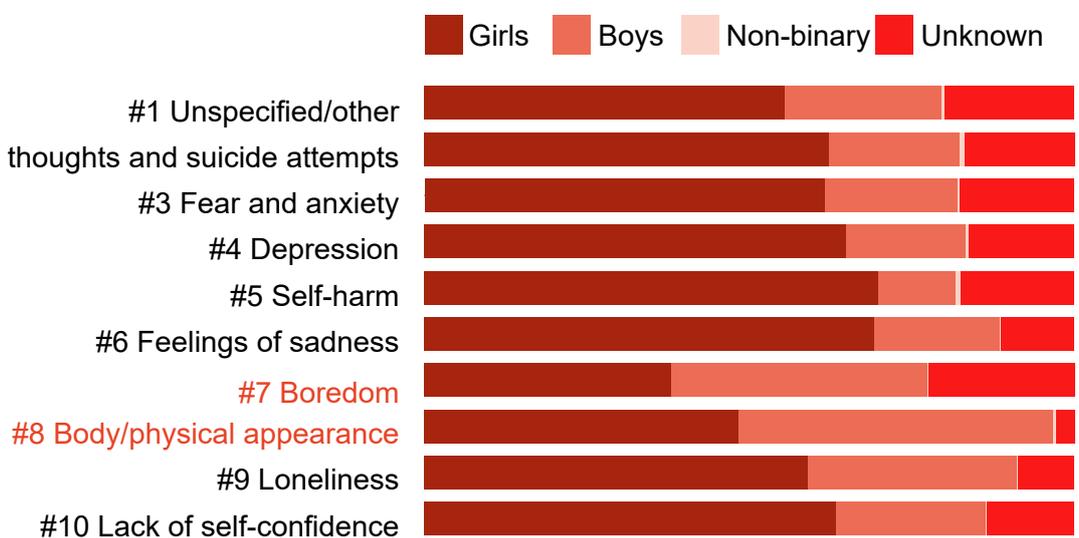




Showing the percentage of total contacts related to psychosocial/mental health within each region, and this issue's ranking compared to other reasons for contact in the region.

Contacts by gender

Globally, girls appear to contact child helplines about psychosocial/mental health issues more often than boys. This is consistent with global data, which suggests that women in general are at a higher risk of mental health issues. A couple of sub-issues seem to make exception to this general rule, however. Boys and girls seem equally likely to contact child helplines to talk about **boredom** and **body appearance**.



**"Nobody wants me,
it's better if I just
disappear..."**

A teenager contacted the child helpline and explained how he planned to throw himself under a train that passes near his school later that day. The counsellor listened as the boy expressed his suicidal thoughts, but because of the high risk of him going through with it, and the extremely lethal method he had described, the counsellor told the teenager that he would need to breach their confidentiality in order to protect him. A coordination plan was put in place that included the boy's family, a nearby education centre, a medical centre and the police. The teenager is now closely monitored, and when suicidal ideation reappears a safety plan is created to help protect him.

**"I was the first one
to know, and I had to
tell my family..."**

A 16-year-old boy from a conflict region called the child helpline to talk about his acute stress and pain. He had experienced a shocking episode a few months prior to the call when, during a hospital visit, he had recognised his cousin among other dead bodies. The fact he was the first to know, and that he then had to bring the tragic news to the rest of his family, still caused him a lot of pain. The counsellor gave him space to cry as long as he needed. Through talking with the counsellor, the boy decided he would begin visiting his deceased cousin's family to check on them and their needs. At the end of the call, he said that he felt better after talking to someone who did not prevent him from crying and expressing his inner feelings.

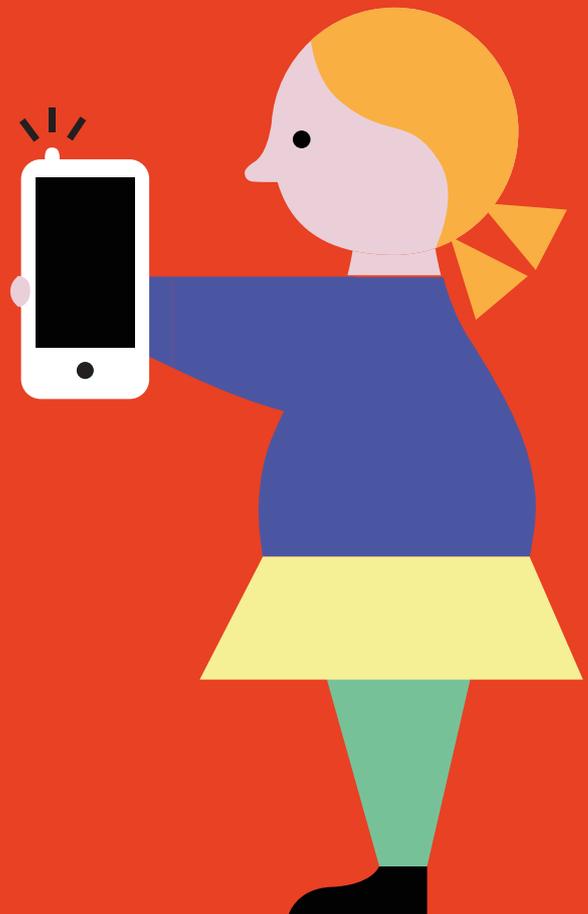
Two weeks later he called the child helpline again. He reported that he felt a lot better because he now visits his cousin's children regularly and makes sure they are okay. He was able to recall nice memories of his cousin and he shared them with the counsellor. He has been giving the child helpline's number to his friends and family members, and encouraging them to call if they need to.

"I know it's not true but I worry about it anyway..."

A girl came in to the child helpline, asking how she could overcome issues with anxiety. She explained that she was worried about little things that, even though she knew were untrue, worried her nevertheless. She said she had been through a difficult experience in the past when she had a malicious group of friends, and now she worries that her current group of friends will also betray her. The child helpline counsellor asked the girl if there was anyone she felt comfortable with, and she replied that she was comfortable talking to her mother, and to a counsellor she used to see in the past. The child helpline counsellor encouraged her to open up to her mother about what she was going through, and to ask for permission to start going to see her old counsellor again.

"It seems so real, and I don't want to hurt its feelings..."

A 9-year-old girl called the child helpline for advice. She had the Google assistant application on her new phone, and this was causing her anxiety – she didn't want the app anymore, but she was concerned about deleting it because it was so human-like she was worried it would hurt the application's feelings. The counsellor listened emphatically to her concerns and then they talked about computer programmes and how the application worked. The counsellor explained that, although it seemed like a real person, it was made of code and had no real feelings and was not self-aware. This reassured the girl a little. The girl then told the counsellor that she had trouble talking about things like this to her parents, so the counsellor encouraged her to talk to a teacher at her school whom she liked a lot.



"I'm not sure I want to talk about it..."

An 11-year-old girl told the child helpline counsellor that she was depressed, and that she had started to cut herself. She was being bullied at school and had been too afraid to talk about it. She was very shy and hesitant but eventually felt she could trust the counsellor she was talking to. As they discussed what was going on at school, the counsellor realised that the girl's parents were still unaware of her situation, as she had been too embarrassed to talk to them about it. The counsellor reassured her that they would most likely want to know and be able to support her, and she agreed. They talked about how the people closest to her – the ones who really knew her, liked her and even loved her – were the people that would be in her life forever, whereas the kids at school did not really know her at all. They also talked about involving the school counsellor. The girl seemed very relieved that talking about her worries wasn't as difficult as she feared, and she agreed that she would tell her parents about what was happening at school.



"I'm not good enough for anybody..."

A young person was experiencing feelings of low self-esteem, and talked about feeling isolated and depressed, often crying. His mother had suffered from depression and, in his words, she had brought up his five siblings and him rather badly. He missed not having a father figure in his life and felt he had received little praise, guidance or support. He felt he was not good enough and compared himself unfavourably to those around him. He wanted to have a girlfriend but didn't know how to start a relationship. He felt lost and unsure in life and was struggling to feel complete.

The counsellor talked with him about how childhood experiences can often affect the way we see ourselves in the world. Together, the young person and the counsellor explored the barriers to trying out new things, and how to start making new friendships and strengthening old ones. The young person had been given the opportunity to join a camp, so together with the counsellor he talked about the ways in which he could explore this possibility.

"I feel as though something is missing from my life..."

A 15-year-old girl contacted the child helpline by e-mail. She wrote that, although she had fun at times, she frequently had bad feelings and felt that something was missing from her life. She read a story from another girl on the child helpline's forum who had similar feelings and who was seeing a psychologist. She thought she would like to explore this option as well, but she wasn't sure what she would talk about. She asked the counsellor what she could do to make herself feel better.

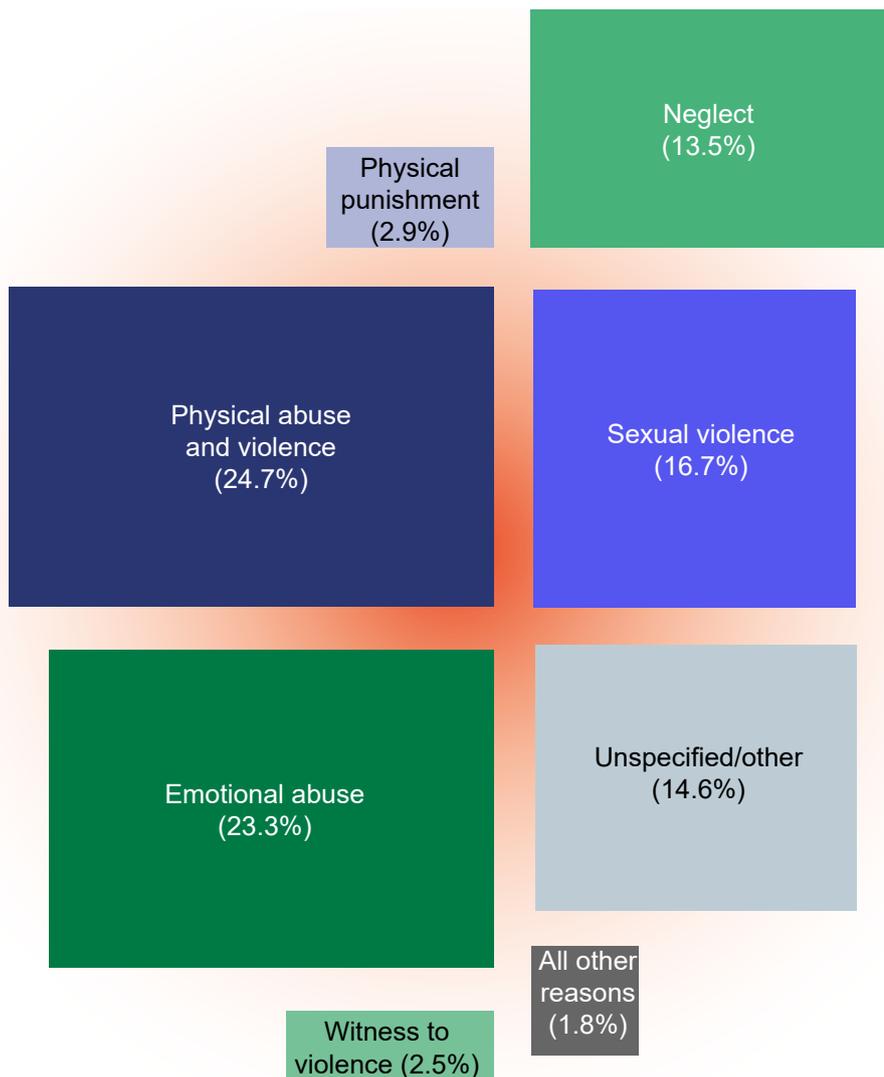
The counsellor told her it might be good to talk to a friend or a parent about her feelings. They suggested that she could also write things down, to help sort through her own thoughts and feelings, or to show to somebody else who could help her. They also referred her to a website designed for youngsters of her age with mental health problems, which provided coping strategies. The girl was given information on where and how to find a psychologist, and was reassured that she can talk about anything she likes to this person. The girl was also encouraged to get back in touch with the child helpline again if ever she felt she wanted to talk some more.

Zoom In: Abuse and Violence

There is another important – and tragic – reason why children and young people are contacting child helplines around the world: because they are being exposed to **abuse and violence**.

Abuse and violence can take several forms. **Physical abuse and violence** and **emotional abuse** are the most frequent forms of abuse faced by the children and young people who contacted child helplines over 2017 and 2018. **Sexual violence** is the third largest form of abuse they are making contact about. **Neglect** ranks shortly afterwards.

Those data suggest that children and young people are indeed turning to child helplines when they are victims of violence. As low-threshold, trusted services, **child helplines are in an excellent position to provide support to children and young people suffering from abuse and violence**. It is crucial that they are given the best tools, in terms of training and capacity, to be able to do so.

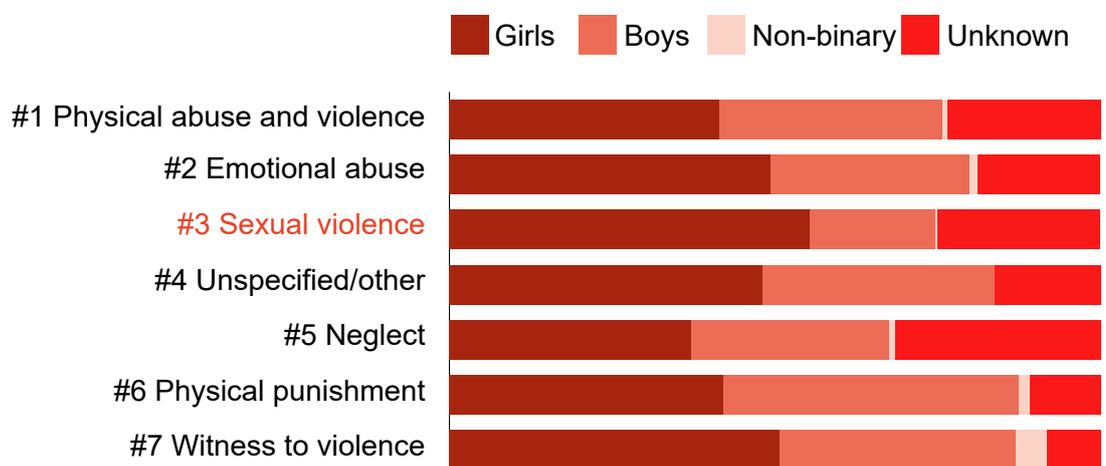




Showing the percentage of total contacts related to abuse and violence within each region, and this issue's ranking compared to other reasons for contact in the region.

Contacts by gender

Overall, our data seem to suggest that girls are somewhat more likely than boys to contact child helplines to talk about abuse and violence. That difference is particularly marked for **sexual violence**, which is in line with global data on gender differences in sexual victimisation.



"My mother says I have brought shame upon my family..."

The girl called the child helpline to tell them that, after being raped by three boys in her neighbourhood, she experienced emotional abuse from her mother, who blamed her for bringing the assault upon herself and refused to provide for her basic needs because she had "brought shame upon the family". The girl said she felt like committing suicide.

The child helpline counsellor comforted her, and helped her realise that it wasn't her fault that she had been raped. The case was documented at the nearest police station, although a family intervention was preferred and the mother was called and advised not to blame the child, not to be emotionally abusive towards her and to stop neglecting her. The girl was given medical treatment and evaluation with psycho-social support.



“He touches us in a way that’s uncomfortable...”

A 16-year-old girl used the child helpline’s online chat services because she was experiencing physical and emotional abuse at home. The chatter revealed that she was considering running away because she was “tired of being treated like I’m nothing and that I don’t matter.” The girl told her school counsellor about the physical abuse that had been occurring with both of her parents, but instead of making a report, the counsellor called the girl’s parents to try to mediate a conversation. This resulted in the girl’s situation at home becoming even worse. She expressed to the child helpline that she did not trust counsellors or therapists anymore, and she was no longer sure what to do next.

The chatter also confided that her father had been touching her sister and her in inappropriate ways that were making them feel uncomfortable. The chatter was told that she was strong for sharing her story, and the child helpline counsellor explored her situation further with her, discussing with her the option of filing an abuse report. After talking through several different options, the chatter decided she wanted to continue being able to call the child helpline for support, and that she wanted to have social services notified of the abuse.

“My father just beat me with his shoe...”

A boy called the child helpline crying on the phone because he had just been beaten with a shoe by his father. He said he had an argument with his mother earlier that day because she thought he was making too much noise. His father had walked into the room and started to threaten him. When the boy turned away and tried to leave the room, his father hit his arm with the shoe.

The child helpline counsellor helped calm the boy down. They went through some deep breathing techniques. They talked about physical abuse and punishment, and explored coping strategies for these. By the end of the call, the boy was much calmer and sounded relieved.

"The first day at my new school was crap..."

A 13-year-old girl who had just started a new school told the child helpline counsellor that "the first day was crap". The counsellor asked why this was the case and the girl explained that it was because she had fallen asleep in class and her teacher had become angry with her. When talking about why she was so tired, she revealed that her mother had an alcohol addiction and was drinking all night, and the girl had to tend to her younger siblings who got very scared. The girl said that she had been telling other adults about the situation, but nobody had helped her because her mother lies and tells them that none of what her daughter tells them is true.

The counsellor advised the girl about different ways of getting the help to which she was entitled. The girl asked the child helpline to help put her in touch with social services. They made an appointment for a three-way call with the social services, so that the girl could tell them her story with the support of the child helpline counsellor.





"Our father makes us take the pill..."

Seven sisters aged between 8 and 17 contacted the child helpline to report that their father was raping them. The father made sure to avoid any pregnancies by having the girls all take contraceptive pills. The sisters reported that their situation was terrible and chaotic, and that they wanted to get away from their father as quickly as possible.

The child helpline counsellors went to the girls' home and removed them and their mother from the house. The child helpline's interventions also contributed to the father's later arrest by the police.

"She would've killed me..."

A teacher reported that an 11-year-old girl had been coming to school with a lot of fresh injuries and marks on her body. Upon enquiry, he had found out that her mother was assaulting her using various implements, including a rolling pin and electric wires, and at times would even bite the girl. Efforts by the school to contact the mother were unsuccessful, prompting them to report the case to the child helpline. On this particular day, the mother had burnt the girl's face with a hot iron.

The child helpline contacted the district's Children's Officer, who accompanied child helpline staff to the school to speak with the child. The mother was arrested and charged with physical assault, while the girl was taken to hospital for medical attention, and subsequently placed in safe shelter to receive counselling and ongoing medical care.

The girl could not contain herself after this intervention – tears had started rolling down her cheeks, and she said, quite simply: "She would have killed me."

Our key recommendations

Every child should have free and unrestricted access to child helpline services

Governments and the ICT sector should facilitate children's rights by supporting child helplines to **improve their reach and accessibility to all children and young people**. Especially vulnerable groups of children and youth – and their unique needs and service barriers – need to be accounted for in the push for greater accessibility of helpline services, ensuring that child helplines are always free of cost, and with a variety of appropriate contact methods.

Child helplines should be strengthened through investments in infrastructure and new functionalities, offsetting service costs, and research and analysis concerning accessibility. Additional considerations include expanding modes of contact, service languages offered, and hours of operation at child helplines.

Funding and support should be made available to raise awareness of child helplines in a child-friendly manner that ensures children and young people know how to use helpline services and what they can expect. **Promotion of regionally harmonised child helpline numbers has a vital role to play** in raising public awareness of child helpline services and easing access for children and youth wherever they may be in the world.

Quality and sustainability of child helplines is crucial to ensuring children's rights

Child helplines require **reliable long-term funding to sustain and evolve their operations**, and to consistently improve the quality of services offered to children and young people in need of support and protection. Child helplines provide an essential social service to children and young people within national jurisdictions while contributing to the broader realisation of children's rights. Governments should thus provide sources of long-term funding to facilitate high quality and sustainable child helplines. Telecoms and the ICT industry should waive costs where possible.

Child helplines should receive **funding and support** towards the implementation of good governance practices, effective data collection and analysis, comprehensive training programmes for staff and volunteers interacting with children and youth, and contingency plans to help keep child helplines operational during national emergencies and technological or infrastructural failure, among other needs.

Child Helpline International has developed a robust Quality Assurance Framework for child helplines. Governments and other actors should support child helplines to implement the quality standards, and to monitor and evaluate the broader social service scene available to children and young people as a wider support network.

Structured partnerships are needed to eradicate violence against all children

The implementation and monitoring of Sustainable Development Goal 16.2 to end the abuse, exploitation, trafficking and all forms of violence against children is the responsibility of all governments and child protection actors. Child helplines play a decisive role in ensuring children's safety as they are frequently the first point of contact for children and young people facing violence, and provide critical counselling services and referrals to the broader child protection network.

Governments, child protection agencies and thematic expert organisations should work with child helplines to build a **highly integrated service network** that children and young people can depend on.

Structured partnerships are needed to establish clear referral pathways and effective knowledge exchange on topics pertinent to children's lives, and to inform interventions taken to protect children.

Funding should be made available through collaborative partnerships to strengthen child helplines' data collection and the quality of frontline services offered.

The **diverse needs** of children and young people need to be taken into account. In particular, **vulnerable and under-represented groups of children and young people stand to benefit from increased coordination among child helplines and other actors.**



Child helpline data and youth participation should inform policy and decision-making that affects children's lives

Every child has the right to be heard and it is the responsibility of child helplines, governments and other child protection actors to listen to and act upon the views and needs of children and young people. Children's voices should not only play a role in shaping child helpline services, but should inform **decision-making at the highest levels**. Governments, INGOs and other actors should implement effective child and youth participation practices to ensure that services and policies affecting young people are relevant to their lives and uphold their best interests as enshrined in the UNCRC.

Child Helpline International and child helplines offer a wealth of data on the issues and trends most affecting children and young people in local, regional and international contexts. Given that psychosocial and mental health are among the main reasons for contacting child helplines around the world, governments and policy makers should address young people's **access to high quality mental health services**, or lack thereof. Such valuable data and the insight it provides into the issues affecting children's lives and their rights should not go to waste.

Governments, INGOs and relevant actors should act on children's voices and child helpline data to implement the kinds of evidence-based changes children and young people need in society. They should sign onto and monitor the implementation of international conventions, such as the UNCRC, that protect a favourable policy climate for children's rights and the work of child helplines.



Special support is required to ensure child helplines can deal with cases of abuse and violence, and with mental health issues

The **key finding** from this report concerns the **high prevalence** of contacts from children and young people related to **abuse and violence** on the one hand, and to **mental health** on the other. While there was a lot of variance around the world regarding the numbers and the different reasons for contacts the helplines receive, these two issues appear to be globally important.

Although the gender of children and young people contacting child helplines is not always known, it would appear that it is girls more than boys who are making contact about psychosocial and mental health issues. This is consistent with global data that suggests that women in general are a higher risk of mental health issues.

Physical and emotional abuse are the most significant issues in the abuse and violence category. Again, it would appear that girls are more likely than boys to contact child helplines about abuse, especially when it comes to sexual abuse. This is also in line with global data on gender differences.

This indicates that **abuse, violence and mental health need special attention**. Special support and measures such as trainings are required, so that child helplines worldwide can deal with the large number of these cases appropriately.



Our Child Helpline members in Africa

Benin		Malawi	Tithandizane Helpline ☎ 116 http://tithandizanehelpline.org
Botswana	Childline Botswana ☎ 3900900 / 11611 http://childlinebotswana.org	Mauritania	AMSME Mauritania ☎ 8000 1010 http://www.amsme.org
Burkina Faso	Allo 116 ☎ 116 http://action-sociale.gov.bf/	Mauritius	Child Helpline Mauritius ☎ 134 http://helplinemauritius.org
Burundi	Yaga Ndakumva ☎ +257 7991 6331	Mozambique	Linha Fala Criança ☎ 116 http://www.linhafala.org.mz
Cameroon	Lignes Vertes Cameroun	Namibia	Lifeline/Childline Namibia ☎ 116 http://www.lifelinechildline.org.na
Côte d'Ivoire	Ligne Verte 116 <Allo enfant en détresse> ☎ 116 http://www.famille.gouv.ci/	Nigeria	Cece Yara Child Helpline ☎ 0800 800 8001 http://www.ceceyara.org
Democratic Republic of Congo	Tukinge Watoto ☎ 117 https://www.warchild.org.uk/what-we-do/projects/drc		HDI Nigeria Child Helpline ☎ 0808 0551 376 http://www.hdinigeria.org
eSwatini	SWAGAA 951 Helpline ☎ 951 http://www.swagaa.org.sz	Senegal	Centre GINDDI - Allo 116 ☎ 116
	Ministry of Education ☎ 116 http://www.govpage.co.za/swaziland-education-and-training.html	Sierra Leone	ChildHelp Sierra Leone http://www.childhelpsl.org
Ethiopia	Adama Child Helpline (ECFA) ☎ +251221 - 117575 http://ecfaethiopia.org/index.php/2015-12-14-20-32-53/84-about-us		EEHR Sierra Leone Child Helpline http:// eehrsl.wixsote.com/eehrsl
Gambia	Child Helpline Gambia ☎ +2209940239	South Africa	Childline South Africa ☎ 08000 55 555 http://www.childlinesa.org.za
Ghana	AMPCAN Ghana	South Sudan	South Sudan Child Helpline
Guinea	AGUIAS 116 ☎ 116	Tanzania	Tanzania National Child Helpline ☎ 116 http://www.sematazania.org/child-helpline
Kenya	Childline Kenya ☎ 116 http://www.childlinekenya.co.ke	Togo	Allo 1011 ☎ 1011
Lesotho	Child Helpline Lesotho ☎ 116	Uganda	Uganda Child Helpline - Sauti 116 ☎ 116 http://uchl.mglsd.go.ug/login.html
Liberia	My Voice, My Safety	Zambia	Childline Zambia ☎ 116 http://lifelinezambia.org.zm
Madagascar	Allô Fanantenana Ligne 511 ☎ 511 http://www.arozaa./mg	Zimbabwe	Childline Zimbabwe ☎ 116 http://www.childline.org.zw
	Ligne Verte 147 Madagascar ☎ 147 http://www.arozaa./mg		

Our Child Helpline members in the Americas & the Caribbean

Antigua & Barbuda

Friends Hotline

Argentina

Línea 102 CaBA

☎102
<http://www.buenosaires.gob.ar/cdnnya/linea102>

Línea 102 Provincia de Buenos Aires

☎102
<http://www.buenosaires.gob.ar/cdnnya>

Aruba

Telefon pa Hubentud Aruban Youth Telephone Line

☎131
<http://www.telhubentud.aw>

Bolivia

Plataforma de Atención Integral a la Familia (Línea Gratuita 156)

☎156

Dirección de Igualdad de Oportunidades (DIO)

Brazil

Safernet Brasil

<http://www.safernet.org.br/helpline#>

Canada

Kids Help Phone

☎1 800 668 6868
<http://kidshelpphone.ca>

Chile

Fonoinfancia

☎800 200 818
<http://www.fonoinfancia.cl>

Colombia

Línea 106 Corpolatin

☎106
<http://www.teescuchamos.org>

Línea 106 Bogotá

☎106
<http://www.saludcapital.gov.co/Paginas2/Linea106-inicio.aspx>

ICBF Colombia

☎141
<http://www.icbf.gov.co>

Costa Rica

Patronato Nacional de la Infancia (PANI)

<https://pani.go.cr/>

Curaçao

Telefon pa mucha i hoben

☎918
<http://www.facebook.com/stichting.curacao/>

Haiti

Jurimédia

<http://www.jurimedia.org>

Nicaragua

Línea 133

☎133
<http://www.mifamilia.gob.ni>

Paraguay

Fono Ayuda Línea 147

☎147
<http://www.minna.gov.py/pagina/1224-fono-ayuda-147.html>

Peru

Télefono ANAR

☎0800 2 2210
<http://www.anarperu.org>

Saint Kitts & Nevis

The Ripple Institute

<https://rippleskn.com/>

Suriname

Kinder en Jongeren Telefoon

☎123
<http://www.bel123.org>

Trinidad & Tobago

Childline TT

☎131 / 800 4321
<http://www.childlinett.org>

Uruguay

Línea Azul

☎0800 5050
http://www.inau.gub.uy/content_page/item/512-linea-azul-denuncias

USA

2ndfloor Youth Helpline

☎1 888 222 2228
<http://www.2ndfloor.org>

Boys Town National Hotline

☎1 800 448 3000
<http://www.yourlifeyourvoice.org>

CA Youth Crisis Line

☎1 800 843 5200
<http://www.calyouth.org>

Crisis Text Line

☎Text 741741
<http://www.crisistextline.org>

National Child Abuse Hotline

☎1 800 422 4453
<http://www.childhelp.org>

National Runaway Safeline

☎1 800 786 2929
<http://www.1800runaway.org>

Polaris

☎Text 233733
<http://www.polarisproject.org>

Stop It Now!

☎1 888 773 8368 / 1 800 PREVENT
<http://www.stopitnow.org>

The Trevor Lifeline

☎1 866 488 7386
<http://www.thetrevorproject.org>

Our Child Helpline members in Asia-Pacific

Afghanistan	Voice of Children ☎0707 199 199 https://www.warchild.org.uk/what-we-do/projects/afghanistan	Mongolia	Child Helpline 108 ☎108 http://108.mn/mn/m/4/c/5
Australia	Kids Helpline ☎1800 55 1800 http://www.kidshelpline.com.au	Myanmar	Childline Myanmar https://www.syfmyanmar.org
Bangladesh	Child Helpline 1098 ☎1098 http://www.dds.gov.bd	Nepal	Child Helpline 1098 ☎1098 http://www.cwin.org.np
Bhutan	Child Helpline Bhutan ☎1098 https://ncwc.gov.bt	New Zealand	0800 What's Up? ☎0800 94287 87 http://www.whatsapp.co.nz
Brunei	Helpline Kebajikan ☎141 http://www.japem.gov.bn		Kidsline ☎0800 543754 http://www.kidsline.org.nz
Cambodia	Child Helpline Cambodia ☎1280 http://www.childhelpline.org.kh		Youthline ☎0800 376633 http://www.youthline.co.nz
China	Child Emergency Hotline Xi'an Philanthropic Child Abuse Prevention & Aid Centre	Pakistan	Madadgaar National Helpline ☎1098 http://www.madadgaar.org
Fiji	Child Helpline Fiji ☎1325 http://www.msp.org.fj	Papua New Guinea	1-Tok Kaunselin Helpim Lain ☎71508000 http://www.childfund.org.au
Hong Kong	Parent-Child Support Line ☎2755 1122 http://www.aca.org.hk	Philippines	Bantay Bata 163 ☎163 http://www.bantaybata163.com
India	Childline India ☎1098 http://www.childlineindia.org.in	Singapore	Tinkle Friend Helpline ☎1800 2744 788 http://www.tinklefriend.sg
Indonesia	TePSA - Telepon Pelayanan Sosial Anak ☎1500771	Sri Lanka	Childline Sri Lanka ☎1929 http://www.childprotection.gov.lk
Japan	Childline Japan ☎0120 99 7777 http://www.childline.or.jp		Don Bosco Lama Serana http://www.donbosco.lk
Kazakhstan	Telefon 150 ☎150 http://www.telefon150.kz	Taiwan	113 Protection Hotline ☎113 http://http://www.worldvision.org.tw
Kyrgyzstan	The Centre "Helpline for Children" ☎111 http://www.crdl.kg	Tajikistan	Child Rights Centre
Laos	Vientiane Youthline ☎1361 for females, 1371 for males	Thailand	Childline Thailand - Saidek 1387 ☎1387 http://www.childlinethailand.org
Maldives	Child Help Line 1412 ☎1412 https://gender.gov.mv	Uzbekistan	Children & Family Support Centre
		Vanuatu	Vanuatu Youth Toll-Free Helpline ☎087777 https://vfha15.wordpress.com
		Vietnam	National Hotline for Child Protection ☎111

Our Child Helpline members in Europe

Albania	ALO 116 ☎ 116111 http://www.alo116.al	Greece	The Smile of the Child ☎ 1056 / 116 111 http://www.hamogelo.gr
Armenia	FAR Child Protection Hotline & Helpline ☎ 0800 61 111 http://www.farusa.org		Together for Children ☎ 11525 http://www.mazigiapaidi.gr
Austria	Rat Auf Draht ☎ 147 http://www.rataufdraht.at	Hungary	Lelkisegély-vonal ☎ 116 111 http://www.kek-vonal.hu
Azerbaijan	Azerbaijan Child Helpline ☎ 99 412 4802280 / 99 450 6802280 http://www.childhelpline.az	Iceland	Red Cross Helpline - Hjálparsíminn 1717 ☎ 1717 https://www.raudikrossinn.is
Belgium	Jongerenlijn AWEL ☎ 102 http://www.awel.be	Ireland	ISPC Childline ☎ 1800 66 66 66 / 116 111 http://www.childline.ie
Bosnia & Herzegovina	Plavi Telefon ☎ 0800 50305 http://www.plavitelefon.ba	Israel	ERAN ☎ 1201 http://en.eran.org.il
Bulgaria	Bulgarian National Helpline for Children ☎ 116 111 http://animusassociation.org/programi-uslugi/nacionalna-telefonna-linia-deca/		Natal Helpline ☎ 1800 363 363 https://www.natal.org.il
Croatia	Hrabritelefon ☎ 0800 0800 / 116 111 http://www.hrabritelefon.hr	Italy	Hello Telefono Azzurro ☎ 19696 http://www.azzurro.it
Cyprus	Call 116 111 Cyprus ☎ 116111 http://www.call116_111.com	Latvia	Uzticibas Talrunis ☎ 8006006 / 116 111 http://www.bti.gov.lv
Czech Republic	Linka Bezpečí ☎ 116 111 http://www.linkabezpeci.cz	Liechtenstein	Sorgentelefon für Kinder und Jugendliche ☎ 147 http://www.147-sote.li
Denmark	BørneTelefonen ☎ 116 111 http://www.bornsvilkar.dk/det-goer-vi-boernetelegen/	Lithuania	Vaiku Linija ☎ 116 111 http://www.vaikulinja.lt
Estonia	Lapsemure http://www.lapsemure.ee	Luxembourg	MLL Nuortennetti ☎ 116 111 http://www.nuortennetti.fi
Finland	MLL Nuortennetti ☎ 116 111 http://www.nuortennetti.fi	Malta	Kellimni.com http://www.kellimni.com
France	Allô Enfance en Danger ☎ 119 http://www.all119.gouv.fr		Support Line 179 ☎ 116 111 https://fsws.gov.mt/en/appogg/Pages/support-line-179.aspx
Georgia	Child Helpline Georgia ☎ 116 111 http://phmdf.ge	Moldova	Telefon Copilului ☎ 116 111 http://www.telefoncopilului.md
Germany	Kinder- und Jugendtelefon ☎ 116 111 http://www.nummergegenkummer.de/kinder-und-jugendtelefon.html	Montenegro	Child-Line Confidential Phone ☎ 080 081 550
		Netherlands	De Kindertelefoon ☎ 116 111 / 0800 0432 http://kindertelefoon.nl

Our Child Helpline members in Europe (contd.)

North Macedonia

SOS Helpline for Children & Youth
☎0800 122 22
<http://www.childrensembassy.org.mk>

Norway

Kors På Halsen
☎800 333 21
<https://korspaahalsen.rodekors.no>

Alarmtelefonen for barn og unge
☎116 111
<http://www.116111.no>

Poland

Telefon Zaufania (Trust Phone for Children & Youth)
☎116 111
<http://www.fdds.pl>

Portugal

SOS Criança
☎116 111
<http://www.iacrianca.pt>

Romania

Telefon Copilului
☎116 111
<http://www.telefonulcopilului.ro>

Russia

Russian Association of Child Helplines
☎495 134 1174
<http://www.sirostvo.ru>

Serbia

NADEL - Nacionalna Dečija Linija Srbije
☎116 111
<http://nadel-decijalinija.org>

Slovakia

Linka Detskej Istoty
☎0800 112 112 / 116 111
<http://www.lidi.sk>

Slovenia

National Telephone Helpline - TOM
☎116 111
<http://www.e-tom.si>

Spain

Téléfono ANAR de Ayuda a Ninòs y Adolescentes
☎116 111
<http://www.anar.org>

Sweden

BRIS
☎116 111
<http://www.bris.se>

Switzerland

Pro Juventute Beratung + Hilfe 147
☎147
<http://www.147.ch>

Turkey

Gençlik Destek Hattı (Youth Support Line)
☎0850 455 0070
<http://www.genclikdestekhatti.org.tr>

Ukraine

Ukraine National Child Toll-Free Hotline
☎0800 500 225 / 116 111
<http://www.la-strada.org.ua>

United Kingdom

BEAT
☎0808 801 0677
<https://www.beatingeatingdisorders.org.uk>

Childline UK
☎0800 1111 / 116 111
<https://www.childline.org.uk>

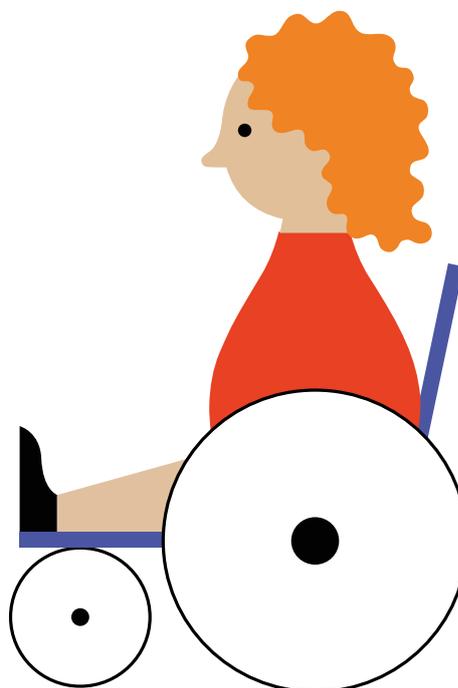
Muslim Youth Helpline
☎0808 808 2008
<http://www.myh.org.uk>

The Mix
☎0808 801 0677
<http://www.themix.org.uk>



Our Child Helpline members in the Middle East & North Africa

Algeria	Je t'écoute (NADA) ☎3033	Libya	Libyan Association for Women's and Children's Rights
Bahrain	Child Helpline 998 ☎998 http://www.mlsd.gov.bh/en/childhood/childhood_care/998	Palestine	Sawa ☎121 http:// www.sawa.ps
Egypt	Child Helpline Egypt ☎16000 http://nccm.gov.eg	Qatar	Hotline 919 ☎919 http://www.aman.org.qa
Iran	Sedaye Yara ☎+98 21 42152 http://www.irsprc.org	Saudi Arabia	Child Helpline ☎116 111 http://www.nfsp.org.sa
Iraq	Child Helpline Kurdistan Region ☎116 http://www.molsa.gov.iq	Sudan	Child Helpline ☎119 http://www.fcpcu.gov.sd
Jordan	JRF 110 Helpline ☎110 http://www.jordanriver.jo	Syria	Mobaderoon http://www.mobaderoon.org
Kuwait	Help Hotline 147 ☎147	United Arab Emirates	DFWAC Helpline (Dubai) ☎800111 http://www.dfwac.ae
Lebanon	Naba'a http://www.nabaa-lb.org Higher Council for Childhood http://std.atfalouna.gov.lb/Home.aspx	Yemen	Helpline for Psychosocial & Legal Aid





Every child has a voice.

No child should be left unheard.

We are the international network of child helplines, a global collective impact organisation with 175 members in 145 countries and territories around the world (as of June 2019).

Every year, child helplines around the world field millions of individual cries for help. Until the founding of Child Helpline International in 2003, these organisations did their great work in isolation, and with no access to one another.

Now, we are working together every day to bring children's voices to policy makers and influencers. We make sure the world listens to the voices of children and young people, and that no child is ever left unheard.

Child Helpline International

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The Netherlands

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info@childhelplineinternational.org