



# **Annual Review 2020**

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Child Helpline International is the global network of child helpline organisations which together receive over 24 million contacts a year from children and young people in need of care, protection and support. Child helplines are most often the first point of contact for children who are in need of support and protection. Child Helpline International collects data and this knowledge base is used to advocate on behalf of children to make their lives safer by highlighting the gaps in child protection systems – more information regarding child helpline data can be found here: <https://www.childhelplineinternational.org/data-overview/>

Child Helpline International is a registered non-profit Foundation (Stichting) registered in the Netherlands (2003).

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## Message from the Executive Director

It would be impossible to attempt any review of 2020 without first acknowledging the tumultuous and global impact that the Covid-19 pandemic has had upon everybody. It quickly became apparent that 2020 would not be “business as usual”. In January there was already news of a mysterious new illness emerging in the city of Wuhan, China. With startling rapidity cases appeared across the country, then across the region and eventually across the face of the entire planet. By March many governments initiated national lockdowns, and many introduced curfews. The wearing of facemasks in public became mandatory in many countries, and phrases such as “social distancing” became commonplace. Covid-19 became part of our everyday life and will continue to be so in the coming years. **Its impact on children and young people has been especially significant and cannot be overstated.**

On average the coronavirus pandemic led to a **25% increase in the number of children and young people contacting our member child helplines in 2020<sup>1</sup>**. Because of emergency measures that saw schools and colleges being closed, access to public spaces restricted, and interaction between people – even other family members – curtailed, many children and young people found themselves cut off from their friends and peers, cut off from their support networks, and in some cases confined to homes that did not provide them any safety or protection from violence and abuse. Children and young people also faced increased challenges to their mental health. While violence and mental health remained main reasons for making contact with child helplines in 2020 globally, children also made contact because they found their access to essential services had become extremely limited, they were concerned about their own physical health, or they just wanted to talk with somebody who could give them more advice and information about Covid-19 and the situation they were finding themselves in.

**Child helplines were also significantly impacted by the pandemic.** Together with an increased demand for their services, lockdowns and other restrictions also forced our child helpline members to ask counsellors and management to work from home. They were required to invest in new technologies and to change procedures, protocols and referral systems. Our 10th International Consultation, a face-to-face event for child helpline members and strategic partners, was originally planned for September 2020, but has now been postponed to 2022. We reprioritised our support for the membership in terms of data collection, trainings and advocacy.



Nevertheless, the pandemic also created **new opportunities** and led to the acceleration of certain **innovations**. We received many requests throughout the year to support the start up of new child helplines or to scale up the activities of existing services. Our partnerships with UNICEF, the European Commission, Missing Children Europe (MCE) and Plan International were further strengthened and new partnerships were created with, for example, the Alliance for Child Protection in Humanitarian Action and Global Child Protection Area of Responsibility (CP AoR). The demand for Aselo, a modern contact centre system and database, increased rapidly and entered into beta-testing by our partner Tech Matters and 10 of our child helpline members.

**Child helplines are crucial components for the optimal functioning of child protection systems.** Together with our members and the team in Amsterdam, we work tirelessly to increase access to child helplines for children and young people who need help and support, advice and information, or simply a listening ear. Our child helpline members listen. **We make sure that every child and young person continues to have a voice and continues to be heard.**

A handwritten signature in blue ink, which appears to read 'Patrick Krens'.

Patrick Krens  
Executive Director

1. Child Helpline International (2021). [Voices during the Covid-19 Pandemic: The impact on children, young people and child helplines around the world.](#)

## Our work: Meeting the challenges of Covid-19

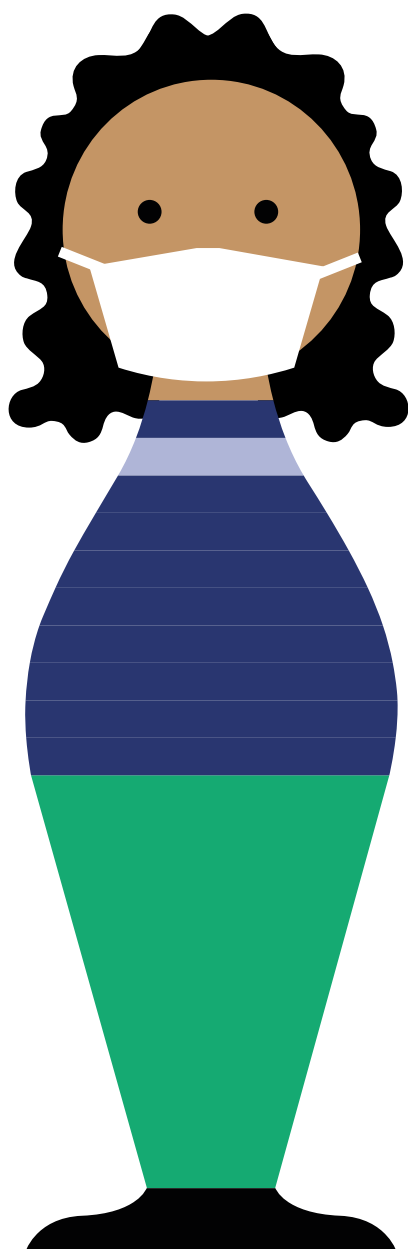
**From the very beginning of the Covid-19 pandemic, we committed to providing support to child helplines as they navigated through the crisis.** Through our website we provided a selection of tools and articles from our child helpline members as well as other resources being shared across the international community of children's rights practitioners.

Together with the **Global Child Protection Area of Responsibility (CP AoR)**, we held the webinar *Child Protection, the Covid-19 Response and Child Helplines - Linkages and Opportunities*. The webinar was designed for child protection experts and coordination group members, as well as colleagues from national child helplines working on child protection and the Covid-19 response. In collaboration with UNICEF, Child Helpline International and the CP AoR had conducted a rapid assessment of those national child helplines operating in countries with pre-existing humanitarian settings, to identify how they had adapted to Covid-19 and [how they would be able to support the ongoing response to prevent and mitigate violence against children](#).

In 2020, our child helpline members submitted their **child helpline data** on the contacts they received during the year 2019. In addition, we developed a series of quarterly surveys ahead of our 2020 data collection exercise that were intended to shed light on the impact that the Covid-19 pandemic was having on the work of our child helpline members.

We hosted a series of Covid-19 themed webinars in July 2020, provided to our members regionally. The webinars focused on two main topics; responding to children about Covid-19, and managing child helpline services during the pandemic.

Towards the end of the year, we launched our new project, "*Voices in Eastern and Southern Africa during Covid-19*" (VESAC). This project supports three child helplines in the region as they respond to the increased number of contacts being made by children and young people during the Covid-19 pandemic. The child helplines participating in the project are the **Adama Child Helpline** in Ethiopia, the **Tithandizane Helpline 116** in Malawi, and the child helpline **Yaga Ndakumva** in Burundi. Among other things the project seeks to provide the helplines with web chat solutions and remote counselling kits, to facilitate their efforts during the ongoing pandemic.



## International Child Helpline Day 2020

Every year, 17 May marks International Child Helpline Day, when we celebrate the work of child helplines all over the world. However, this year in particular did not seem an appropriate occasion on which to celebrate. We therefore decided that we would [pay tribute to the tireless efforts being made by our child helpline members](#) to support, protect and comfort children and young people during the emerging Covid-19 pandemic.

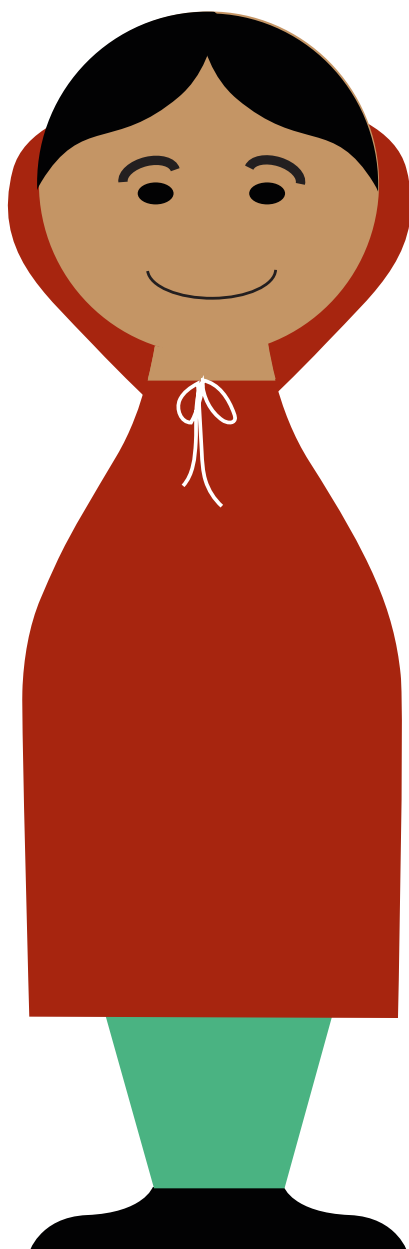
We also issued a [Call for Action](#) by governments, mobile operators, ICTs and social media platforms to recognise the importance of child helplines and to provide and maintain support for child helpline services so that their vital work would be able to continue throughout the crisis.



## Our work: The highlights of 2020

Child Helpline International's strategic goals  
for the period 2016-2020

**Goal #1: Developing Child Helpline  
International's programmatic knowledge  
and expanding our thematic expertise**



By implementing our Advocate, Collaborate & Train to End Violence Against Children (**ACT to EVAC**) programme in partnership with the International Centre for Missing & Exploited Children (**ICMEC**), we supported **crucial services available to victims of online child sexual exploitation and abuse** in five target countries.

In partnership with **UNICEF**, we continued to strengthen child helplines in the **Eastern and Southern Africa (ESA) region**, and in **Bangladesh, Benin, Panama and Mexico**. In Benin, we helped to develop the new child helpline which was launched in March 2020. In Mexico we developed two training videos for child helpline staff to help them support children and young people during the Covid-19 pandemic. We created two eLearning modules - on data management and on evidence-based advocacy for child helplines - and one of our series of "*Voices of Children and Young People*" data publications focussed especially on the ESA region (see page 6 for further details).

Collecting data on contacts received by our child helpline members ensures that Child Helpline International can follow an evidence-based approach in its activities. The data is used to **identify issues, trends and differences** at both **the regional and the global level**. As such, this data is useful not only to support our advocacy efforts, but also to **inform decisions about the focus of our programmes and trainings efforts**.

As part of a four-year Framework Partnership Agreement under the **European Commission's Rights, Equality and Citizenship Programme** we are working to further improve accessibility to child helplines through promoting inclusive practices. In early 2020 we communicated [5 Good Practices for Children and Youth in Migration](#) that had been identified by our Community of Practice the previous year, and [Good Practices to Support LGBTQI+ Children and Young People](#) that built upon the work of our Community of Practice in 2018. An eLearning module on children in migration was also added to our package of child helpline training resources.

The **RADAR Project (Running Away: Drivers, Awareness and Responses)** is a collaboration between seven organisations, including Missing Children Europe, to better understand the drivers behind runaways in Europe. We invited all of our European child helpline members to contribute to the research aspect of this project. The insights gathered from this study can be utilised to advance effective recommendations for policy with the aim of improving protection for runaways across Europe.

## ACT to EVAC

In March 2018, Child Helpline International joined hands with the International Centre for Missing & Exploited Children (ICMEC) to support victims and survivors of online child sexual exploitation and abuse (CSEA).

Advocate, Collaborate & Train to End Violence Against Children (**ACT to EVAC**), funded by the Fund to End Violence Against Children, was a 27-month joint programme that supported five focus countries in establishing or enhancing their national response systems to online CSEA. This was achieved through implementing the Model National Response framework, which had been developed by the WePROTECT Global Alliance.

In February 2020, alongside our Tanzanian child helpline member C-Sema and other partners, we supported a roundtable discussion in the country's capital, Dar es Salaam. The aim of this meeting was to share ideas and experiences on preventing and responding to online child sexual exploitation and abuse (OCSEA). As part of Child Helpline International's ACT to EVAC programme, the discussion posed an exciting opportunity to explore the current efforts being undertaken by a variety of professionals and stakeholder groups inside and outside of Tanzania, with the aim to deepen collaborations and build capacity to strengthen child protection communities.

Together with ICMEC we also produced [technical guidance on dealing with online CSEA](#).

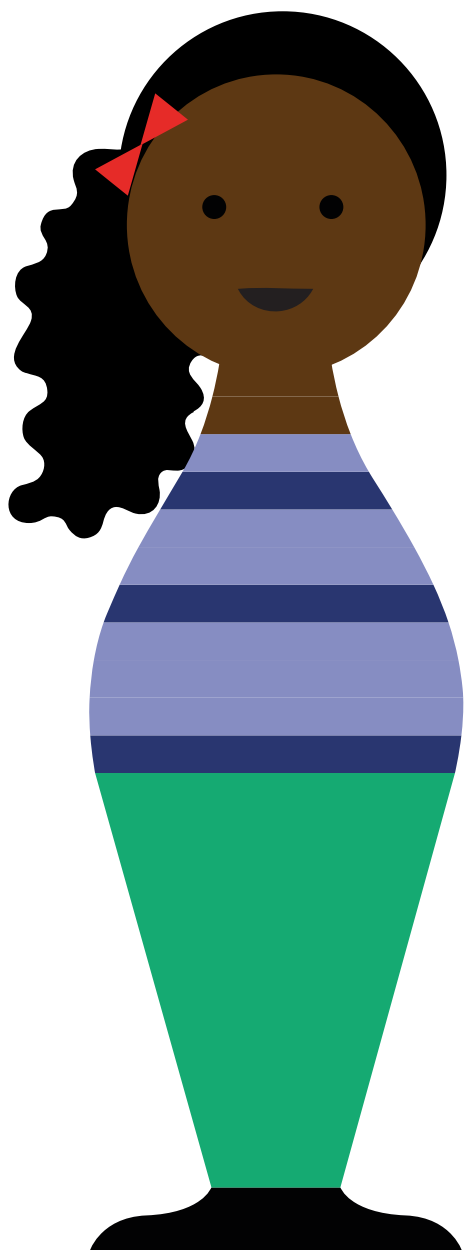


Child Helpline International designed and developed an interactive eLearning module and accompanying workbook titled *“Introduction to Online Child Sexual Exploitation and Abuse”*. These eLearning tools are available in three languages: English, Spanish and Arabic, and they aim to provide child helpline staff with basic knowledge on how to identify cases of online child sexual exploitation and abuse, and some basic communication skills in how to communicate with children and young people regarding these issues.

## Our work: The highlights of 2020

Child Helpline International's strategic goals  
for the period 2016-2020

Goal #2: Improved evidence-based  
advocacy



We produced three reports in our ongoing series of “Voices of Children and Young People” data publications in 2020. The first of these focused on the [findings of our analysis of the data submitted by our members all around the world for the year 2019](#). Our 2019 data collection sadly confirmed **violence as a main issue for concern**. Violence is either the first or second most frequent reason for contacting a child helpline around the world, and one out of every four times a child or young person contacts a child helpline, it is because of a concern related to violence. Another large issue for concern in 2019 was **mental health**. More than a quarter of the contacts made to child helplines globally in 2019 concerned a mental health issue.

The publication also provided some preliminary findings of specific surveys we developed ahead of our 2020 data collection exercise, which were intended to shed light on the **impact that the Covid-19 pandemic was having on the work of our child helpline members**. Together with some case studies on the Covid-19 related contacts they received from children and young people, this information anticipated the release of a more in-depth analysis of 2020 in its entirety, which was published in 2021. However, a key finding from our 2019 data collection related to children at home. According to the data, the majority of the issues that children and young people wanted to bring up concerned something happening inside their own homes (more than half of the contacts globally). Most children and young people appear to currently be living with their parent or primary caregiver, and the majority of issues that children and young people wanted to talk about was also in some way connected to their parent or primary caregiver. In the context of the current Covid-19 pandemic and the lockdown measures implemented in many countries around the world, this finding emphasised even more strongly the **crucial role played by child helplines**. By their very nature, child helplines are able to provide remote and easily accessible services for children and young people in need of support or protection.

The second publication focused on the [data collected from our members in Eastern & Southern Africa](#), and noted the high practice of child/early marriages in both regions, and the existence of **female genital mutilation (FGM)** in Eastern Africa. The report provided key recommendations, including the use of a pan-African national range number 116 for **harmonised child helplines** in Africa.

The third report in the series in 2020 showcased the [data on the contacts that were made by children and young people with child helplines across the EU](#) during 2019. The report was produced as part of our WeListen project, and provided an insight into the **issues facing children in the EU**, offering solutions as to how we can all help to improve their lives (see “WeListen”).

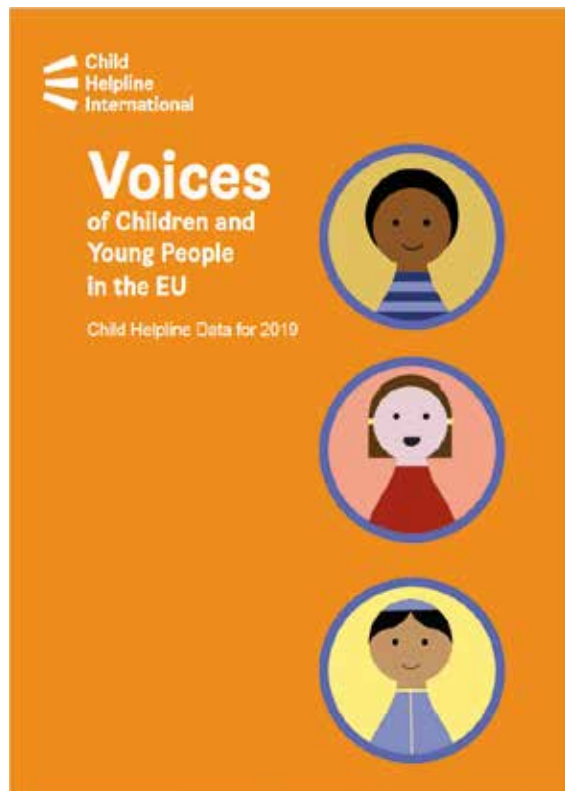


## WeListen

Funded by the **European Commission's Rights, Equality and Citizenship Programme**, the WeListen project works with Child Helpline International's 32 members operating in 28 EU states, helping to strengthen their response to vulnerable children. More specifically the project builds the capacity of child helplines in the collection, management and use of data to inform policy makers and child protection actors, and to build and enhance national partnerships between governments, children's rights actors and the private sector to prevent and respond to violence against the most vulnerable children.

One theme of the project is inclusive practice for child helplines. In 2020, we aimed to focus on children and young people with disabilities and conducted research with our EU members. A planned Community of Practice around this group had to be postponed due to the Covid-19 pandemic, but we will continue to work with this theme in 2021.

The WeListen project also contributed significantly to our overarching global work, including the updating of our data framework to increase a common understanding of definitions of issues faced by children and young people, the revision and updating of our Core Quality Standards for child helplines, and the creation, improvement and updating of eLearning platforms, thematic webinars addressing the Covid-19 pandemic and other issues relevant to the operation of child helplines.



### Voices of Children and Young People in the EU

As well as taking a closer look at the five main reasons children and young people were making contact with child helplines in the EU, we also looked at groups of **vulnerable children and young people who rely on child helpline's services and support**. Mental health and violence were the two main reasons for contact reported by the child helplines in the EU in 2019. More than half of all counselling contacts were related to these two topics, and the child helplines recorded more than twice as many contacts relating to mental health compared to violence. Finally, as with the first of the reports in this year's series, we also took a preliminary look at the impact that Covid-19 was having on children and young people in the EU in the early part of 2020.

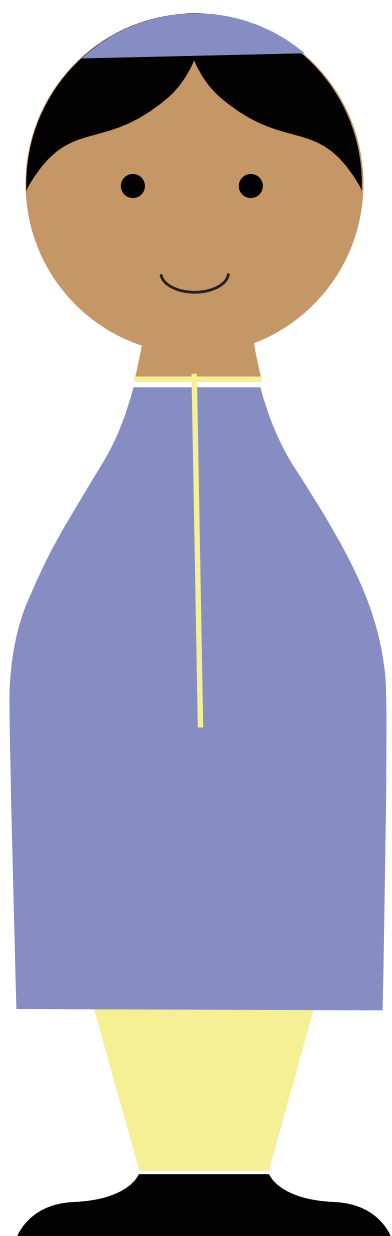


This project was funded by the European Union's Rights, Equality and Citizenship Programme (2014-2020).

## Our work: The highlights of 2020

Child Helpline International's strategic goals  
for the period 2016-2020

**Goal #3: Building an effective and  
sustainable organisation**



In 2020 we welcomed three new members to the Child Helpline International network: the **Sweetwater Foundation** based in Grenada, **WAAPO (Women Action Advocacy Progress Organisation)** from Somalia and **Hopeline UK**, operated by Papyrus Prevention of Young Suicide. At the close of 2020 we had 168 members in 139 countries and territories around the world, of which 131 were “full members” and 37 were associate members.

Child helplines enjoying full membership were required to adhere to two membership requirements during 2020: the payment of an annual membership fee, and the submission of their data on contacts for 2019. 57 members, representing 43.5% of the full membership, were in full compliance with these obligations at the end of the year. This compared to 37% in the previous year, and thus represents an overall significant improvement in membership compliance.

The **child helpline in Benin** was officially launched in 2020. *Sauver l'Enfant* is operated by our associate member, the Bénin Ministry of Social Affairs and Micro-Finance. We also initiated projects with national UNICEF offices to establish child helplines in **Jamaica, Honduras and Mali**.

A **regional consultation for child helplines in the Americas and the Caribbean** took place in March 2020. This was the only one of our regions that had not yet held a consultation (with the other regions convening theirs during 2019). As with some of those other consultations, this one took place mostly online - foreshadowing a practice that was about to become commonplace across the globe for the rest of the year.

We improved the functionality and freshened up the look of our **eLearning platform** during the course of the year. The platform provides a range of useful trainings and resources for child helpline counsellors, managers and volunteers alike.

The year 2020 marked the end of a strategic period for Child Helpline International. Identification of a **new three-year strategy** for Child Helpline International already started in early 2019, but throughout the year much was done towards developing a robust multi-annual plan that would see the organisation through its next phase, and ultimately fulfil the goal of the existing strategy to build an effective and sustainable organisation. This new overarching strategy will include separate, nested strategies focusing on data, learning, youth participation, quality standards, advocacy and fundraising, and much was done throughout 2020 to lay the foundations for these new nested strategies.

We continued to develop our **Quality Assurance Framework**, and in 2020 we engaged a consultant to further develop, in consultation with our child helpline members, core quality standards that each and every child helpline should strive to attain. The results of our child helpline members' self-assessments against these core quality standards will enable us to better determine the **situation of child helplines individually, regionally and globally**. The results can indicate areas of focus for **further capacity building**, topics for **consultations and other meetings**, and **recommendations for improvements in policies, procedures and guidelines**.

We also engaged a consultant to develop our new **Learning Strategy**, again through a consultative process with our membership. The premise of this strategy is that membership constitutes the network and Child Helpline International and represents its main source of knowledge and experience. The role of Child Helpline International is to enable and encourage the exchange of knowledge and experience within the network as well as provide learning opportunities to strengthen and support our members. In doing so, accessibility of knowledge and learning for all members (including their management, counsellors and volunteers) shall be ensured through members' centred tools and multilingual content.

## Asele

We continued to work with our partners **Tech Matters** and the **One Family Foundation** to develop a new online platform enabling child helplines to better serve children, youth and their partners. The open tech platform, developed with the support of different tech companies, will unify child helplines' communications with children in need, collect accurate information about these interactions, and allow them to increase the number of children they help each year. By developing an integrated contact response system incorporating voice calls, chat, messaging and social media, and collecting better data, child helplines will be able to greatly improve the effectiveness and efficiency of their services and reduce costs. The platform will also facilitate data collection and provide new insights and new ideas derived from machine learning to better assist children and youth in crisis as well as influence policy and funding.



## Looking ahead: Our next strategic period 2021 - 2023

Central to our work is our commitment to make the world **a safer place for children** – by helping to protect them from violence and by ensuring their voices are used to influence policy, legislation and practice. Grounded in the principles of the United Nations Convention on the Rights of the Child (UNCRC), the main impacts we aim to achieve are that children and young people are protected from all forms of violence, abuse, neglect and bad treatment (Article 19), and that there is a universal respect for the views of the child (Article 12).

Our **long-term objectives** are to ensure that children and young people have access to high-quality child helpline services, and that through data collection an evidence base is generated that can influence policymaking, legislation and resource allocations.

**Child helplines play a crucial role in the child protection system.** The primary components of child protection systems include not only child protection and response services and the non-formal supports offered by families and communities, but also laws and policies, human and financial resources, governance, a means of data collection and system monitoring.

The **long-term outcomes** that lie within our sphere of influence are that child rights policies and declarations are promoted and implemented and that child protection systems are strengthened and transformed. It is vitally important that child protection actors acknowledge the role of national child helplines in child protection systems and that, through targeted advocacy, the voices of children and young people are amplified nationally, regionally and globally.

Child helplines are often a child or young person's first, and sometimes only, contact with a national child protection system. The services provided by child helplines are therefore an important entry point to receiving care and getting protection. Within our sphere of control are three outcomes that we will focus on over the next three years:

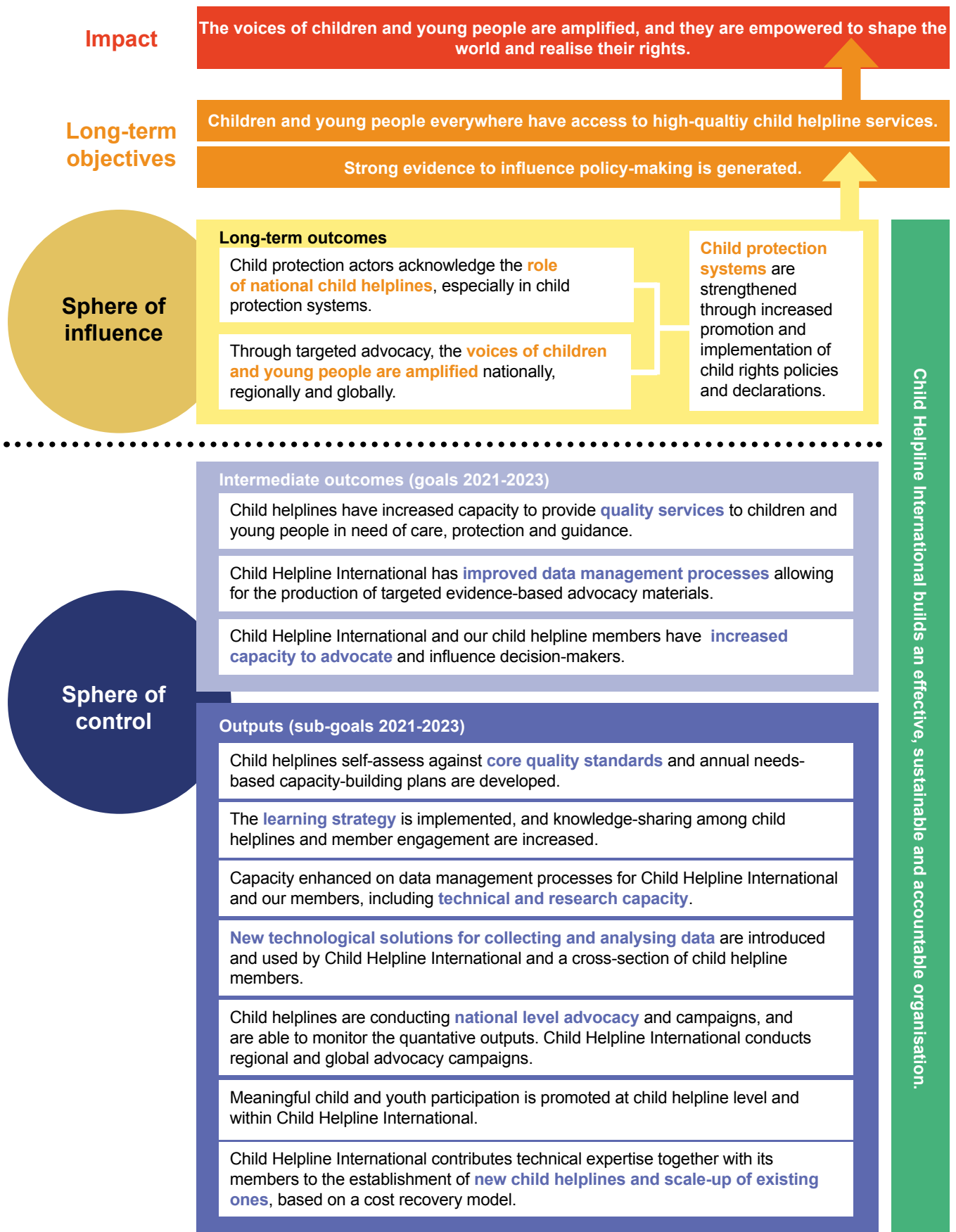
- **Improving the capacity of child helplines to ensure quality services to children and young people in need of care and protection.** We will achieve this through capacity building on thematic expertise and facilitating knowledge sharing among our members; encouraging our child helpline members to adhere to core quality standards and improve and build upon their existing referral mechanisms; and by developing needs-based capacity building plans.
- **Improved data management processes** allowing for the production of targeted evidence-based advocacy materials.
- **Increasing space and capacity to advocate and influence.** This includes using data efficiently for our advocacy efforts, creating opportunities for engagement with key stakeholders, and having more key stakeholders (policymakers and others) who are willing to act on child protection issues. We can support this by promoting and ensuring youth participation and undertaking global and regional advocacy.

In terms of concrete **outputs** we aim for the following:

- Child helplines are benchmarked against core quality standards and annual needs-based capacity building plans are developed.
- A learning strategy is implemented and knowledge sharing among child helplines and membership engagement is increased.
- Youth are participating and youth participation is promoted and ensured at all levels.
- Child helplines are conducting national level advocacy and campaigns and monitor the quantitative outputs of this.
- Capacity is enhanced on (quality) data collection, with technological solutions for collecting and analysing data being in place and research capacity being increased.
- Together with our members, we contribute technical expertise towards the establishment of new child helplines and the scale-up of existing ones.



## Our theory of change



## Our members in 2020

At the end of the year, the network comprised **168 members in 139 countries and territories around the globe**. 131 of these were full memberships, and 37 were associate members.

In 2020, Child Helpline International offered two different types of membership.

**Full membership**, open to any civil society organisation, governmental body or social enterprise providing help, support and counselling services to children and young people through online and/or offline methods of communication. Full members annually submit data from their records of contact with children, informing our advocacy and capacity-building efforts. They are also expected to meet the quality standards specified in our global Quality Assurance Framework.

**Associate membership** was open to those organisations as described above who have been providing help, support and counselling services to children and young people for less than a year, or are committed and working towards providing these services in the near future.

### Africa

**Benin** Sauver l'Enfant  
**Botswana** Childline Botswana  
**Burkina Faso** Allo 116  
**Burundi** Yaga Ndakumva  
**Cameroon** Lignes Vertes  
**Côte d'Ivoire** Ligne verte 116  
**Democratic Republic of Congo** Tukinge Watoto  
**eSwatini** SWAGAA 951 Help Line  
**eSwatini** Ministry of Education  
**Ethiopia** Adama Child Helpline (ECFA)  
**Gambia** Child Helpline Gambia (CEDAG)  
**Ghana** AMPCAN Ghana  
**Guinea** AGUIAS 116  
**Kenya** Childline Kenya  
**Lesotho** Child Helpline Lesotho  
**Liberia** My Voice, My Safety  
**Madagascar** Allô Fanantenana Ligne 511  
**Madagascar** Ligne Verte 147  
**Malawi** Tithandizane Helpline 116 (YONECO)  
**Mauritania** AMSME Mauritania  
**Mauritius** Child Helpline Mauritius  
**Mozambique** Linha Fala Criança  
**Namibia** Lifeline/Childline Namibia  
**Nigeria** HDI Nigeria Child Helpline  
**Nigeria** Cece Yara Child Helpline  
**Senegal** Centre GINDDI - Allo 116  
**Sierra Leone** ChildHelp Sierra Leone  
**Sierra Leone** EEHR Sierra Leone Child Helpline  
**Somalia** WAAPO Child Hotline  
**South Africa** Childline South Africa  
**South Sudan** South Sudan Child Helpline  
**Tanzania** National Child Helpline (C-Sema)  
**Togo** Allo 1011 (CROPESDI)  
**Uganda** Sauti 116 - Uganda Child Helpline  
**Zambia** Lifeline/Childline Zambia  
**Zimbabwe** Childline Zimbabwe

### Americas & The Caribbean

**Antigua & Barbuda** Friends Hotline  
**Argentina** Línea 102 Ciudad Autónoma de Buenos Aires  
**Argentina** Línea 192 Programa Cuidaniños  
**Aruba** Telefon pa Hubentud  
**Bolivia** Línea 156  
**Bolivia** Dirección de Igualdad de Oportunidades  
**Brazil** Safernet Brasil  
**Canada** Kids Help Phone  
**Chile** Fonoinfancia  
**Chile** Línea Libre  
**Colombia** ICBF  
**Colombia** Línea 106 Bogotá  
**Costa Rica** Patronato Nacional de la Infancia  
**Curaçao** Telefòn pa Mucha i Hóben 918  
**Grenada** Sweet Water Foundation Child Helpline  
**Haiti** Jurimédia  
**Nicaragua** Línea 133  
**Paraguay** Fono Ayuda Línea 147  
**Peru** Teléfono ANAR  
**Saint Kitts & Nevis** The Ripple Institute  
**Suriname** Kinder en Jongeren Telefoon  
**Trinidad & Tobago** Childline Trinidad & Tobago  
**Uruguay** Línea Azul  
**USA** 2<sup>nd</sup> floor Youth Helpline  
**USA** Crisis Text Line  
**USA** Boys Town National Hotline  
**USA** Childhelp National Child Abuse Hotline  
**USA** Polaris  
**USA** Stop It Now!  
**USA** The Trevor Project

### Middle East & North Africa

**Algeria** Je t'ecoute 3033  
**Bahrain** Child Helpline 998  
**Egypt** Child Helpline Egypt  
**Iran** Sedaye Yara  
**Iraq** 116 Child Helpline - Kurdistan Region  
**Jordan** Jordan River Foundation  
**Kuwait** Help Hotline 147  
**Lebanon** Naba'a  
**Lebanon** Higher Council for Childhood  
**Palestine** Sawa  
**Qatar** AMAN Protection & Rehabilitation Centre  
**Saudi Arabia** Child Helpline 116111  
**Sudan** Child Helpline 9696  
**Syria** Mobaderoon  
**UAE** Child Helpline 800 700 Sharjah  
**UAE** Dubai Foundation for Women and Children

## Asia-Pacific

**Afghanistan** Voice of Children  
**Australia** Kids Helpline  
**Bangladesh** Child Helpline 1098  
**Bhutan** Child Helpline Bhutan  
**Brunei** Helpline Kebajikan 141  
**Cambodia** Child Helpline Cambodia  
**China** Child Emergency Hotline  
**Fiji** Child Helpline Fiji  
**Hong Kong** Hotline Against Child Abuse  
**India** Childline India  
**Indonesia** TePSA Telepon Pelayanan Sosial Anak  
**Japan** Childline Japan  
**Kazakhstan** Telefon 150 (Balaga Komek)  
**Kyrgyzstan** Child Rights Defenders League  
**Laos** Vientiane Youthline  
**Maldives** Child Help Line 1412  
**Mongolia** Child Helpline 108  
**Myanmar** Childline Myanmar  
**Nepal** Child Helpline 1098 (CWIN)  
**New Zealand** 0800 What's Up?  
**New Zealand** Youthline  
**Pakistan** Madadgaar National Helpline  
**Papua New Guinea** 1-Tok Kaunselin Helpim Lain  
**Philippines** Bantay Bata 163  
**Singapore** Tinkle Friend Helpline  
**Sri Lanka** Don Bosco Lama Sarana  
**Sri Lanka** Childline Sri Lanka 1929  
**Taiwan** 113 Protection Hotline  
**Tajikistan** Child Rights Centre  
**Thailand** Childline Thailand - SaiDek 1387  
**Uzbekistan** Children & Family Support Association  
**Vanuatu** Vanuatu Youth Toll-Free Helpline  
**Vietnam** National Hotline for Child Protection 111

## Europe

**Albania** Alo 116  
**Armenia** FAR Child Protection Hotline & Helpline  
**Austria** 147 Rat auf Draht  
**Azerbaijan** Azerbaijan Child Helpline  
**Belgium** Jongerenlijn AWEL  
**Bosnia & Herzegovina** Plavi Telefon  
**Bulgaria** Child Helpline Bulgaria  
**Croatia** Hrabritelefon  
**Cyprus** Call 116111 Cyprus  
**Czech Republic** Linka Bezpečí  
**Denmark** Børns Vilkår  
**Estonia** Lapsemure  
**Finland** MLL Nuortennetti  
**France** 119 - Allô Enfance en Danger  
**Georgia** Child Helpline Georgia  
**Germany** Kinder- und Jugendtelefon  
**Greece** The Smile of the Child  
**Greece** Together for Children  
**Hungary** Kék Vonal  
**Iceland** Red Cross Helpline 1717  
**Ireland** ISPCC Childline  
**Israel** ERAN  
**Israel** Natal Helpline  
**Italy** Telefono Azzurro  
**Latvia** Uzticibas Talrunis  
**Liechtenstein** Sorgentelefon fur Kinder  
**Lithuania** Vaiku Linija  
**Luxembourg** Kanner Jugendtelefon  
**Malta** Agenzija Appogg Support Line 179  
**Malta** Kellimni.com  
**Moldova** Telefonul Copilului 116111 Moldova  
**Netherlands** De Kindertelefoon  
**Netherlands** Helpwanted.nl  
**North Macedonia** SOS Helpline for Children & Youth  
**Norway** Kors På Halsen  
**Norway** Alarmtelefonen for barn og unge  
**Poland** Telefon Zaufania  
**Portugal** SOS Criança  
**Romania** Telefonul Copilului 116111 Romania  
**Serbia** NADEL  
**Slovakia** Linka Detsjek Istoty  
**Slovenia** National Telephone Helpline - TOM  
**Spain** Teléfono ANAR  
**Sweden** Barnens Rätt i Samhället (BRIS)  
**Switzerland** Pro Juventute Beratung + Hilfe 147  
**Turkey** Gençlik Destek Hattı  
**Ukraine** La Strada  
**United Kingdom** BEAT  
**United Kingdom** Childline UK  
**United Kingdom** HopelineUK  
**United Kingdom** Muslim Youth Helpline  
**United Kingdom** The Mix

## Our team in 2020

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