

**WE LISTEN^{TO}
THE
VOICES^{OF}
CHILDREN
AND
YOUNG PEOPLE**

Colophon

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We Listen to the Voices of Children and Young People
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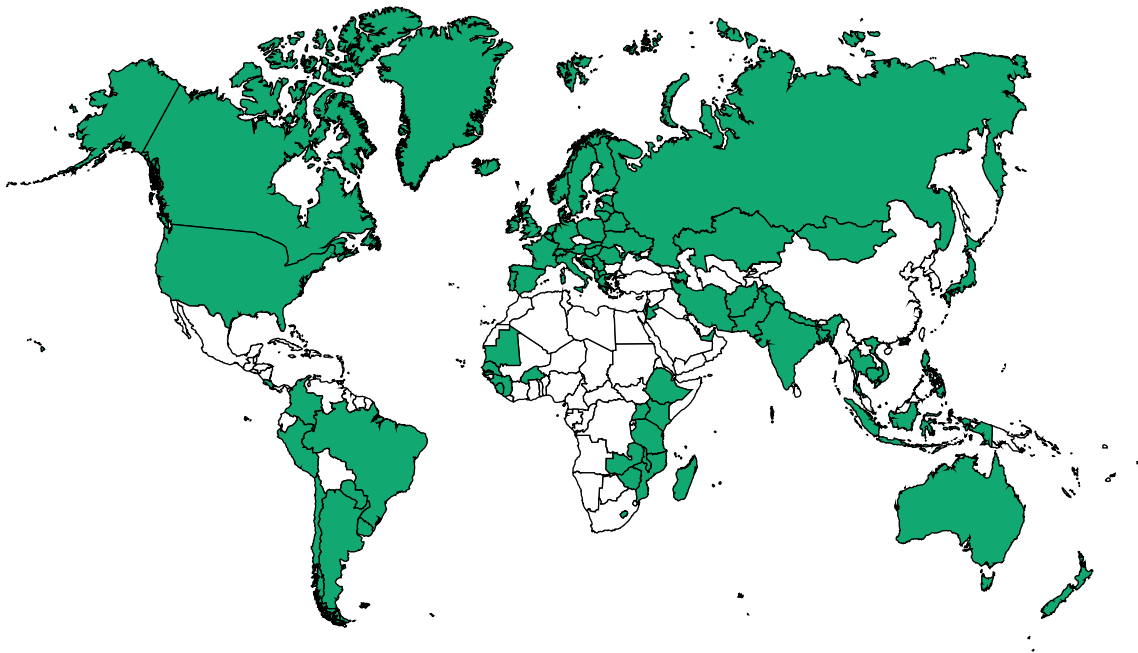
Disclaimer

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 detail cited in the stories has been altered and the child helpline name replaced with a more generic 'child helpline'.

The regional overviews in this publication are based on the analysis of information received from 104 child helplines around the world. These pieces of information are collected through Child Helpline International's annual data questionnaire and point to the number and reason of contacts that child helplines registered in 2016.

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

24,434,747 ≡



that's the number* of times children and youth found the courage to reach out to a child helpline last year.

*The number includes silent calls

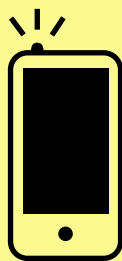
They contacted us in a variety of ways:



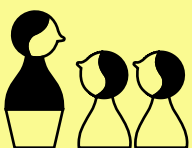
via online
chats and
messages:
491,418



by emails,
letters
and faxes:
193,991



through
phone calls
and SMS:
23,599,776



through school
and community
programmes:
119,231



by visiting
the child
helpline:
30,331

and had lots of questions about:

**Abuse
and violence**

**Bullying and
cyberbullying**

**Physical health
and healthcare**

**Psychosocial
and mental health**

**Sexuality and
sexual awareness**

**Family
Relationships**

**General
information**

Homelessness

Peer Relationships

**School
and
education**

**We found out that girls needed
help the most.**



45%



55%

*Percentages exclude contacts where the sex of the child is unknown

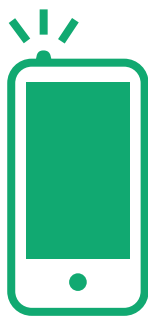
2,255,168

that's the number* of times
children and youth reached us
in **Africa**

They did it in many ways:



by SMS:
134,262



through
phone calls:
1,999,916



by visiting the
child helpline:
11,770



by post
and email:
35,693



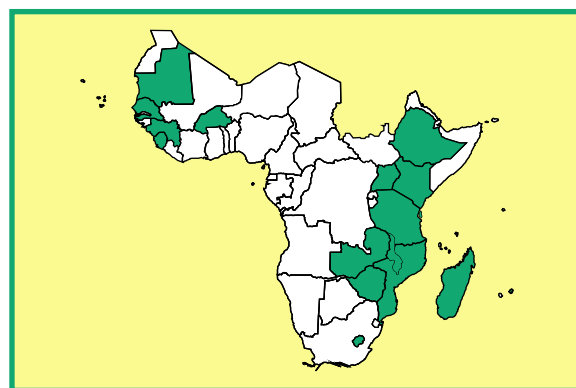
via online chats
and messages:
50,079

We reached out to

23,448 young
people
in schools and communities



*The number includes silent calls



**Child helplines that shared
their 2016 data with us!**

Burkina Faso Ministère de la Femme, de la
Solidarité Nationale et de la Famille
Ethiopia ECFA
Guinee Conakry AGUIAS
Kenya Childline Kenya
Lesotho Child Helpline Lesotho
Madagascar Allô Fanantenana
Malawi YONECO
Mauritania AMSME
Mauritius Halley Movement
Mozambique Linha Fala Criança
Senegal GINDDI
Sierra Leone Childhelp Sierra Leone
Tanzania and Zanzibar C-Sema Group
Uganda Sauti 116 Uganda Child Help Line
Zambia LifeLine/Childline Zambia
Zimbabwe Childline Zimbabwe

Children and youth
contacted us to
talk about:



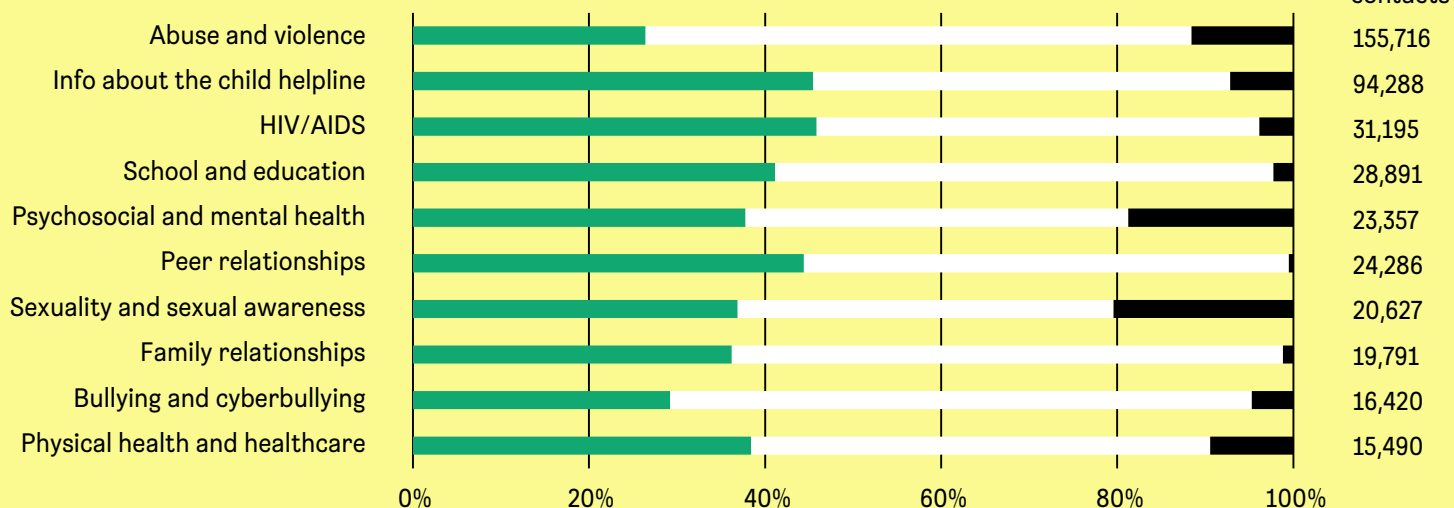
Boys



Girls



Unknown



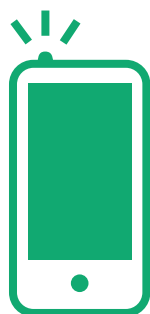
3,035,772

that's the number* of times
children and youth reached us
in **the Americas and the Caribbean**

They did it in many ways:



by SMS:
440,553



through
phone calls:
2,510,094



by post, fax
and email:
25,316



by visiting the
child helpline:
43



via online chats
and messages:
52,906

We reached out to

6,857 young
people

in schools and communities



*The number includes silent calls



Argentina Línea 102 Ciudad Autónoma de Buenos Aires

Argentina Línea 102 Programa Cuidaniños

Aruba Telefon pa Hubentud

Brazil Safernet

Canada Kids Help Phone

Canada Tel-Jeunes

Chile Fono Infancia

Chile Línea Libre

Colombia Corpolatin

Colombia Instituto Colombiano de Bienestar Familiar

Colombia Línea 106 Bogotá

Costa Rica Línea 1147

Curaçao Telefòn pa Mucha i Hóben 918

Paraguay Fono Ayuda

Peru Teléfono ANAR

Saint Martin Positive Connection Hotline

Trinidad and Tobago Coalition Against Domestic Violence

Uruguay Línea Azul

USA 2nd Floor

USA Boys Town National Hotline

USA California Youth Crisis Line

USA Childhelp National Child Abuse Hotline

USA Crisis Text Line

USA National Runaway Safeline

Children and youth
contacted us to
talk about:



Boys



Girls



Unknown

Psychosocial and mental health

Abuse and violence

Family relationships

Peer relationships

Info about the child helpline

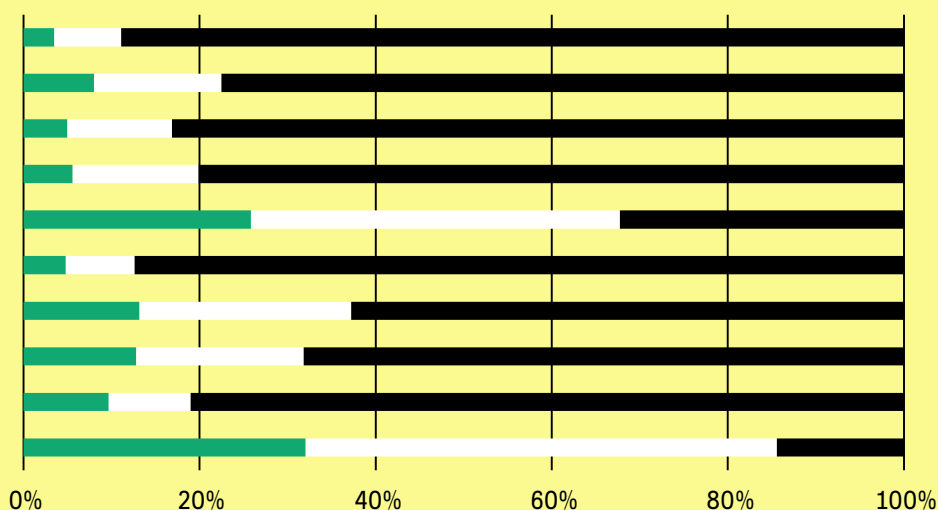
Discrimination

School and education

Bullying and cyberbullying

Addiction

Sexuality and sexual awareness



Total
contacts

467,594

157,521

104,495

90,076

42,995

23,259

17,083

16,741

13,031

12,983

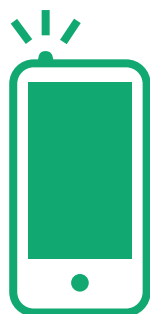
14,058,529

that's the number* of times
children and youth reached us
in **Asia Pacific**

They did it in many ways:



by visiting
the child
helpline:
17,926



through
phone calls:
13,906,504



by SMS:
5,680



by post, email
and fax:
15,920



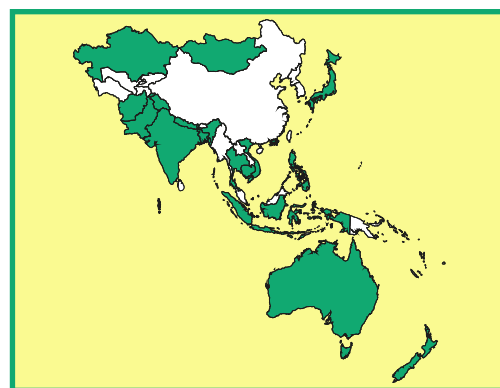
via online chat:
29,659

We reached out to

82,840 young
people
in schools and communities



*The number includes silent calls



Child helplines that shared their 2016 data with us!

Afghanistan Voice of Children
Australia Kids Helpline
Bangladesh Child Helpline Bangladesh
Cambodia Child Helpline Cambodia
China, Hong Kong, SAR Hotline Against Child Abuse
India Childline India
Indonesia Telepon Pelayanan Sosial Anak (TePSA)
Japan Childline 0120-99-7777
Kazakhstan Telefon 150
Maldives Child Help Line 1412
Mongolia Child Helpline 108
Nepal Child Helpline 1098
New Zealand 0800 Kidsline
New Zealand 0800 What's Up?
Pakistan Madadgaar National Helpline
Philippines Bantay Bata 163
Singapore Tinkle Friend Helpline
Thailand SaiDek 1387
Vietnam Child Helpline Vietnam

Children and youth
contacted us to
talk about:



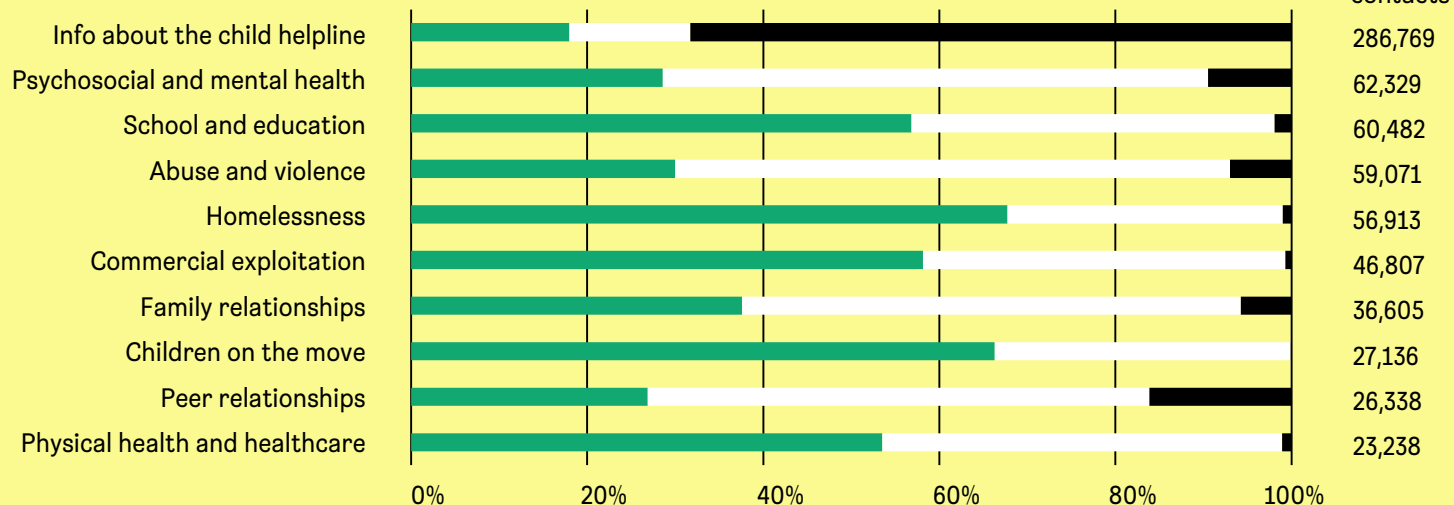
Boys



Girls



Unknown



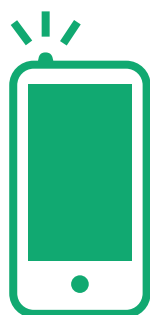
4,297,867

that's the number* of times
children and youth reached us
in **Europe**

They did it in many ways:



by SMS:
34,807



through
phone calls:
3,782,633



by visiting the
child helpline:
287



by post
and email:
117,004



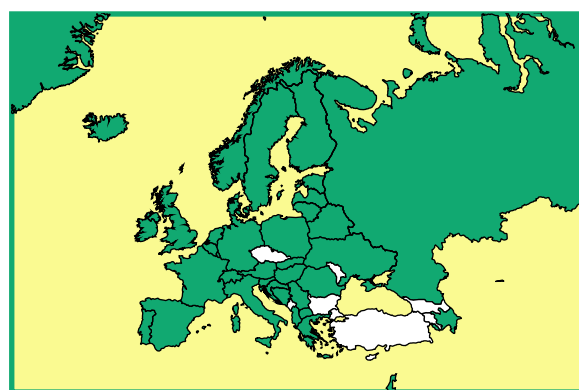
via online chats
and messages:
358,757

We reached out to

4,379 young
people
in schools and communities



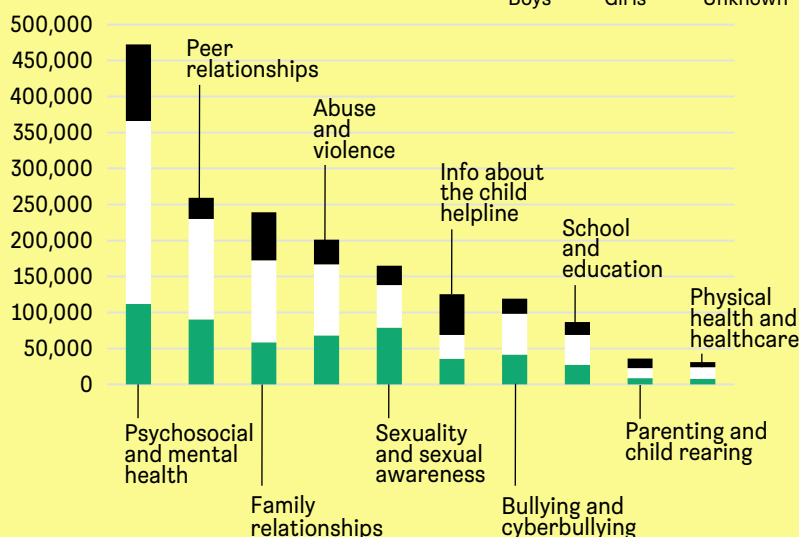
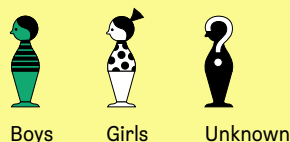
*The number includes silent calls



Child helplines that shared their 2016 data with us!

Albania Alo 116
Austria 147 Raht auf Draht
Azerbaijan Azerbaijan Child Helpline Service
Belarus Child Helpline Belarus
Belgium Awel
Bosnia and Herzegovina Plavi Telefon
Croatia Hrabri Telefon
Denmark Børns Vilkår
Estonia Lasteabitelefoni 116 111
Finland Lasten ja nuorten puhelin 116 111
France 119 Allô Enfance en Danger
Germany Kinder- und Jugendtelefon
Greece The Smile of the Child
Hungary Kék Vonal
Iceland Hjálparsíminn 1717 Icelandic Red Cross
Ireland ISPCC Childline
Israel ERAN for Children and Adolescents
Israel Natal
Italy Telefono Azzurro
Latvia Uzticības tālrunis 116 111
Lithuania Vaikų linija
Luxembourg Kanner-Jugendtelefon (KJT)
Macedonia SOS line for children and youth
Malta Kellimni.com
Netherlands De Kindertelefoon
Norway Alarmtelefon
Norway Kors på halsen
Poland Telefon zaufania dla dzieci i młodzieży
Portugal SOS-Criança
Romania Telefonul Copilului 116 111
Russia The National Foundation for the Prevention of Cruelty to Children (NFPCC)
Serbia Nacionalna dečija linija (NADEL)
Slovakia Linka detskej istoty (LDI)
Slovenia Telefon za otroke in mladostnike (TOM)
Spain Teléfono Anar
Sweden Barnens Rätt i Samhället (BRIS)
Switzerland Beratung + Hilfe 147
United Kingdom Childline
United Kingdom Missing People
Ukraine La Strada

Children and youth contacted us to talk about:



787,411

that's the number* of times
children and youth reached us
in **the Middle East and North Africa**

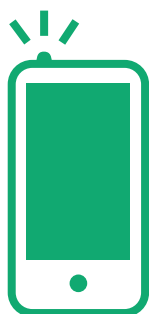
They did it in many ways:



via online chat
and SMS:
18



by visiting the
child helpline:
305



through
phone calls:
785,323



by email
and fax:
58

Child helplines that shared their 2016 data with us!

Iran Sedaye Yara - Society for Protecting the
Rights of the Child

Jordan Child Helpline 110 - Jordan River
Foundation

Palestine Child Helpline 121 - Sawa

United Arab Emirates Helpline 800111 -
Dubai Foundation for Women and Children

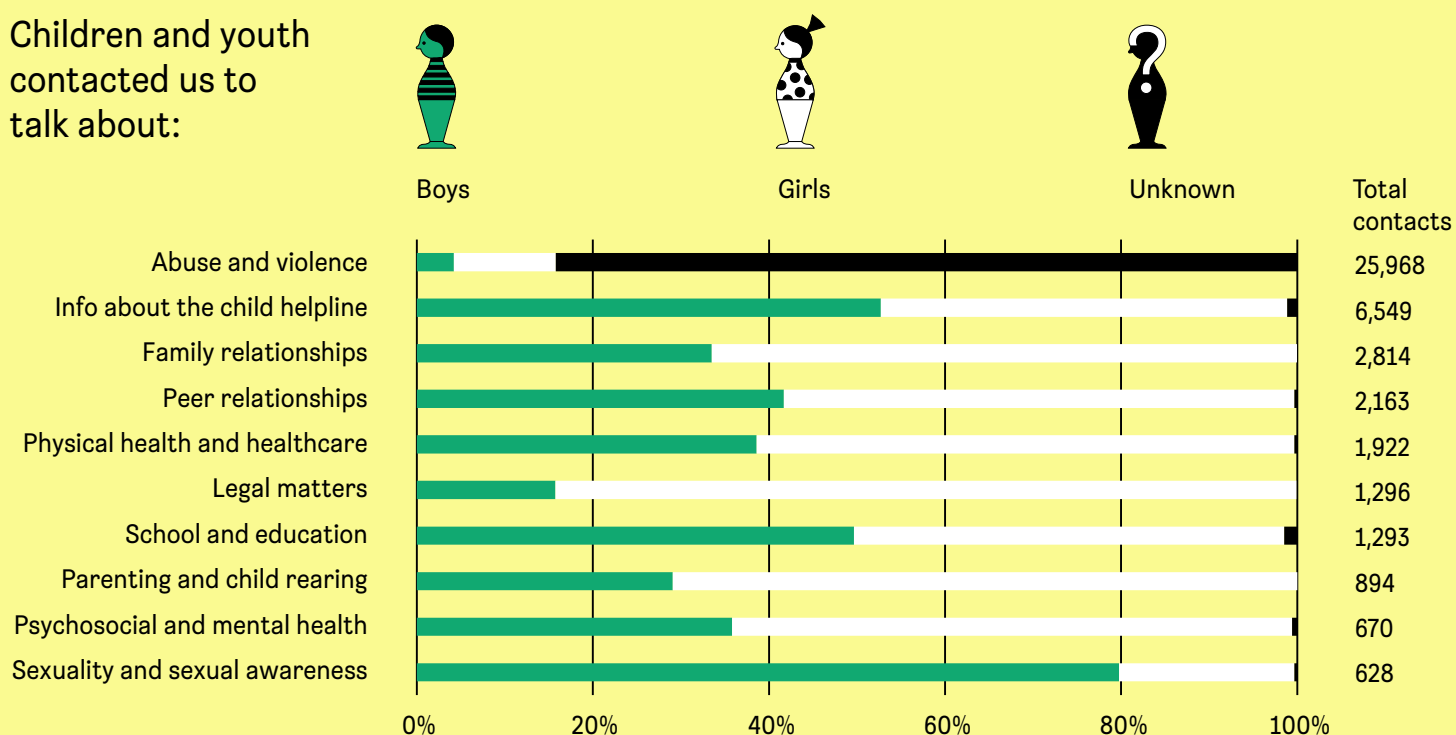
United Arab Emirates Child Helpline 800700 -
Government of Sharjah Social Services
Department

We reached out to
1,707 young
people
in schools and communities



*The number includes silent calls

Children and youth
contacted us to
talk about:



Here are some of the stories behind the numbers≡

Khadija's story:

I was nervous when I called the child helpline. I didn't know how to start. At first, I picked some random topic but when the call was about to end, I told the truth: some teachers at school were abusing me and my girl friends. The reward for our silence was high grades. I called the child helpline to stop this. Those teachers are now arrested. I don't know what will happen to them but I'm happy they cannot harm us anymore.

Filip's story:

I am 14 and I want to study. I have qualified for Eighth Grade but I don't have the money to buy my books. I decided to ring the child helpline. I thought they could help. They did. They connected me with an organisation that helps children like me. My story even ended up on the news. I'm happy I can go to school.

Tomás' story:

I felt so sad and alone and that life was not worth living when I called the child helpline. With no friends, a bad relationship with my mother and no father in the picture, I stopped going to school. Until I talked with a counsellor at the child helpline I couldn't seem to do anything or talk to anyone. With the counsellor, I made a plan to join some physical activities, talk to my teacher and return to school, and ask others for help. I feel encouraged.

Suong's story:

I was silly enough to believe that a stranger could give me a good job. What she gave me instead was a husband. I was too young to understand what to do or how to react. I ended up pregnant and hating my husband. I decided to run away from home. The child helpline helped me throughout my pregnancy. They also advised me to attend some vocational courses. Soon, I will be able to sustain myself and my child.

Arsène's story:

I was mistreated by my grandmother. She locked me up in a pigsty the entire day and fed me on pigs' food. I don't know why. I believe it had something to do with my disability. I didn't ring the child helpline. Someone else did it for me. I now live with my mum and I have started attending school. I'm healthier and happier.



We are the international network of child helplines.

A global collective impact organisation of 181 members from 147 countries (May 2017).

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 these voices.

And we listen to the listeners, our members, and help them to support one another.

Every child has a voice.
No child should be left unheard 

childhelplineinternational.org