



REWIND

RWD <<

The voices of
Children and Young People
in Asia Pacific

2003 - 2013
126 million
contacts



The Global Network of Child Helplines: Asia Pacific Memberships as of April 2013

All Current Members in Asia Pacific - 34 members in 29 countries

Associate members

Full child helpline members: 25 child helpline members in 22 countries

- Kids Help Line **Australia**
- Aparajeyo Bangladesh **Bangladesh**
- Helpline 141 **Brunei**
- ChildFund Cambodia **Cambodia**
- CAPAC, ISPCAN Xi'an Philanthropic Child Abuse People's Republic of China
- Hotline Against Child Abuse **Hong Kong S.A.R.**
- Childline India **India**
- TESA 129 **Indonesia**
- Childline Support Center Japan (NPO) **Japan**
- Balaga Komek (Union of Crisis Centres) **Kazakhstan**
- Childline Malaysia **Malaysia**
- Child Help Line 1412 (Department of Gender and Family Protection Services) **Maldives**
- Friends 1979 (NAC) **Mongolia**
- Child Helpline 1098 (CWIN-Nepal) **Nepal**
- Kidsline **NZland (Kidsline)**
- Youthline **NZland (Youthline)**
- What's Up? **NZland(whats up)**
- Madadgaar Helpline for Children and Women Suffering from Violence and Abuse **Pakistan**
- Bantay Bata 163 **Philippines**
- Tinkle Friend Helpline **Singapore**
- Childline Sri Lanka 1929 (National Child Protection Authority) **Sri Lanka**
- Lama Sarana (Don Bosco) **Sri Lanka**
- 113 Hotline **Taiwan Province Of China**
- Childline Thailand **Thailand**
- Child Helpline Vietnam **Vietnam**

Associate childhelpline members: 9 members in 11 countries

- War Child UK **Afghanistan**
- National Commission for Women and Children **Bhutan**
- 1577-1391 Child Protection Hotline (NCPA) **South Korea**
- Youth Hotline 1388 (KYCI) **Korea (South)**
- Childline 123 (MAC) **Kyrgyzstan**
- Child Rights Center **Mongolia**
- Children & Families Support **Tajikistan**
- Association of Uzbekistan **Uzbekistan**
- Vanuatu Family Health Association **Vanuatu**

« ASIA PACIFIC »

1967

ASEAN is founded

1969

First dedicated child helpline in Asia Pacific is opened:
Youthline New Zealand

1970

Youthline in New Zealand is founded

1980

Parent child support line in Hong Kong, S.A.R. is founded

1984

Tinkle Friend Helpline in Singapore is founded

1985

Karirakum earthquake (Tajikistan)

1988

Kidline in New Zealand starts operating

1989

The Asia PAPEC is founded

1991

Kids Helpline in Australia is founded

1995

113 Protection Hotline in Taiwan is founded

1996

Childline India is founded >
Start of the Nepal Civil War or People's War that lasted until 2006 in which more than 15,000 died.

1997

Bantay Bata 163 in Philippines is founded

1998

Child Helpline Nepal is founded

1999

Childline Support Centre NPO in Japan is founded

2000

1577-1391 Child Protection Hotline and Youth Hotline 1388 in Republic of Korea are founded

2001

What's Up in New Zealand is founded >

Madadagaar Help Line for Children and Women Suffering from Violence and Abuse in Pakistan is founded >

Earthquake in Gujjar at province (India)

2003

Childline Thailand 1387 is founded

1989

The Convention on the Rights of the Child is adopted.

1996

The first international (CHI) meeting of child helplines is held in Venice, Italy.

2001

International meeting of child helplines in Pune, India ignites the idea of a Global Network: Child Helpline International (CHI).

*** 2003**

Child Helpline International is founded in Amsterdam with 49 child helpline members in 46 countries.

2003

CHI's Mission: to respond to children in need of care and protection and voice their concerns to policy and decision-makers.

2003

CHI's Vision: A world where technology allows children to be heard one by one and through their voices shape the world and realize their rights.

*** 2004**

The first Regional Consultations are held in Africa, Americas and Caribbean, Asia Pacific and Europe.

2004

The most common reasons for contact with a child helpline 'surface from data': reason related to 'peer relationships', followed by 'abuse and violence', 'psycho-social and mental health' and 'sexuality and sexual awareness'.

2004

CHI has grown to 74: 64 full members and 10 associate members by the end of the year; 27 child helplines were from developing countries.

2004

CHI submits its first recommendation to the Committee on the Rights of the Child.

*** 2005**

The International Telecommunications Union and CHI sign a Memorandum of Understanding.

2005

In this year, child helplines in the CHI network received over 10.6 million contacts from children and young people.

2005

The Second International Consultation of child helplines is held in Amsterdam, The Netherlands (20 - 23 March).

2005

The First Regional Consultation in MENA is held in Cairo, Egypt.

*** 2006**

For the first time, child helplines in the CHI network received more than 12 million contacts from children and young people (12.4 million).

2006

The CHI network grows to 88 member child helplines in 76 countries (associate and full members) and worked in another 58 countries to establish child helplines.

2006

The Third International Consultation of child helplines is held in Stockholm, Sweden (1 - 4 October).

2006

Child helplines are recommended as a tool to create child-friendly reporting mechanisms in the United Nations Violence Against Children Report in overall Recommendation 8.

*** 2007**

CHI starts its second strategic period. The network has three objectives: Advocate for better child protection services, increase recognition of children's voices by creating awareness about child helplines and establish a global network of child helplines.

2007

The CHI network grows to 91 child helpline members (full and associate).

2007

CHI publishes its first Violence Against Children follow-up report (November 2007).

*** 2008**

CHI celebrates its fifth anniversary.

2008

The CHI network grows to 99 full members in 88 countries and 27 associate members in 27 countries.

2008

International Child Helpline Day is celebrated for the first time under the theme Towards a Regional and Global Number.

2008

The Fourth International Consultation is held in Amman, Jordan (17 - 19 November).

2008

The ITU issues a statement on the allocation of short toll free numbers, preferably 116 111 to child helplines.

2008

Nearly 30% of all contacts to child helplines worldwide were about Abuse and Violence. Other common issues that children and young people wanted to talk about were family relations and peer relations.

*** 2009**

CHI starts to implement its three membership criteria in strict fashion.

« WORLD »

2004

Child Helpline Vietnam is founded >
Friends 1979 in Mongolia is founded >
Indian Ocean earthquake and tsunami kills 250,000 people

2005

First Regional Consultation for child helplines in Asia Pacific held in Japan >
Earthquake in Kashmir province (Pakistan)

2006

Helpline Bebajikan 141 in Brunei Darussalam is founded >
Child Emergency Hotline in People's Republic China is founded >
TESA 129 in Indonesia is founded >
Lama Sarana in Sri Lanka is founded >
Second Regional Consultation for child helplines in Asia Pacific is held in Pakistan

2007

Samoa earthquake and tsunami causing waves up to 14 metres >
Third Regional Consultation for child helplines held in Asia Pacific is held in Thailand

2008

National helpline for children and youth telefono 150 in Kazakhstan is founded >
Earthquake in Sichuan province (People's Republic China)

2009

Child Helpline 1412 in Maldives is founded >
Floods in Koshi Dame (Nepal)

2010

Child Helpline Cambodia is founded >
Ethnic clashes take place in South Kyrgyzstan causing refugee streams into neighbouring countries >
Fourth Regional Consultation for child helplines in Asia Pacific is held in India >
Earthquake in Yushi (People's Republic China)

2011

Child Helpline run by Aparajeyo in Bangladesh is founded >
Childline Malaysia is founded >
Earthquake in Christchurch (New Zealand) >
Tohoku earthquake and tsunami (Japan) >
Fifth Regional Consultation for child helplines in Asia Pacific is held in Nepal

2013

Sixth Regional Consultation for child helplines in Asia Pacific is held in Vietnam >
There are 34 child helplines in 29 countries in Asia Pacific

2009

The CHI network grows to 108 full members in 92 countries and 27 associate members in 27 countries.

2009

Child helplines in the CHI network receive 12.6 million contacts from children and young people.

2009

Children and young people most commonly wanted to talk about psycho-social mental health (19%), abuse and violence (19%), peer relationships (15%), sexuality and sexual awareness and family relationships (both 10%).

2009

CHI contributes to the development of the International Telecommunication Union's Global Guidelines on Child Online Protection.

2009

CHI and Relaf (Red Latinoamericana de Acogimiento Familiar or The Latin American Foster Care Network) sign a Memorandum of Understanding.

2009

Plan International and CHI sign a Memorandum of Understanding to start a pilot project on Violence in Schools.

2009

The role of child helplines to fulfill children's Right To be Heard is recognized in the Committee on the Rights of the Child General Comment on article 12:
"... to establish easy access to individuals or organizations to which they can report in confidence and safety, including through telephone helplines, and to provide places where children can contribute their experience and views on combating violence against children."

* 2010

The CHI network grows to 109 full member child helplines in 95 countries and 38 associate member child helplines in 38 countries.

2010

The number of contacts received by child helplines tops 13.6 million. The number of visits to websites increases rapidly to 3.8 million visits in 2010.

2010

Most common reasons for contact were abuse and violence (19%), psycho-social mental health (17%) and peer relationships (15%).

2010

CHI improves its data collection questionnaire to add a gender dimension.

2010

The Fourth International Consultation of Child Helplines is held in Madrid, Spain (25 - 27 October).

2010

CHI's soul statement is formulated: *Children are full citizens of the world. They need, deserve, and have an inalienable right to respect, nurturance, and support aimed at keeping them safe and helping them to participate fully in their lives according to their individual capabilities. Adults have a special obligation to ensure that children are safe and receive this respect, nurturance and support. Child helplines provide children with unique opportunities to express their thoughts, feelings, and needs and to seek help in their own terms, without fear or inhibition. Trusted by children, child helplines help to keep children safe and to receive respect, nurturance and support. They do this through their own direct responses and by using the knowledge given to them by children to advocate on their behalf.* CHI exists because child helplines around the world gain strength from working together to express these shared ideals, values and beliefs

2010

The North American Alliance of Child Helplines is established (May 2010).

2010

CHI signs a Memorandum of Understanding with Aflatoun and the BeCause Foundation.

* 2011

The CHI network grows to 114 full members in 98 countries and 41 associate members in 40 countries.

2011

The number of contacts that child helplines in the network receive continues to grow to 17.3 million. Another 4.3 million visits to child helpline websites are registered.

2011

Abuse and violence was an issue for one in five of the children who contacted child helplines around the world. Other common issues children and young people wanted to discuss were psycho-social mental health (17%), peer relationships (15%) and family relationships (11%).

2011

The CHI network starts its third strategic period. Its objectives are to: establish more child helplines, strengthen the network and use child helpline information to strengthen national child protection systems worldwide.

* 2012

CHI publishes its fifth Violence Against Children Report which is launched by Marta Santos Pais, United Nations Secretary General's Special Representative on Violence Against Children in Paris, France (25 January).

2012

CHI network grows to 167 member child helplines in 135 countries.

* 2013

In ten years, child helplines received 126 million contacts from children and young people.

2013

In ten years, 118 child helplines in 95 countries have joined the CHI network.

2013

CHI holds its first Policy Dialogues.

Nenita La Rose,
Executive Director
Child Helpline International



Introduction

Dear readers,

Child helplines in Asia Pacific are operating in a region that covers a vast area, diverse in terms of political systems, economic development and child protection services. Despite the economic growth in this region there are also countries who are amongst the least developed of the world meaning that many child helplines have to operate under very difficult conditions. Economic development also has its effects on families, children and young people living in relative affluent circumstances. As I look at the trends in the data that Child Helpline International has collected and analysed over the past ten years, I see an increasing number of children and young people in countries with a high level of economic development, who reach out to child helplines to talk about psychological and peer pressure. Commercial exploitation is another serious issue. Since 2011 contacts on commercial exploitation account for more than 4 % of all contacts, which before 2006 was less than 1%.

Over the past decade, children and young people have consistently contacted child helplines on problems relating to their family, psycho-social mental health, peers and abuse and violence. Recently, both the economic development and the ongoing economic crises have placed significant additional strain on children and young people in the region.

I strongly believe that child helplines empower children to take their lives into their own hands and resolve their problems as much as they can. They also function as an early warning system to politicians and policymakers, a social barometer that cannot be ignored and which indicates what is going on in

the lives of children and young people, one of society's most vulnerable groups. Whilst this publication offers further insight into the many serious problems faced by children in the region, I can see a great deal of hope for the future, especially when child helplines work together with key decision makers. Child helplines from Asia Pacific have always been at the forefront of child protection in the region, allowing children and young people to get counselling and assistance when they are in need. Our data shows that over 126 million contacts were made to child helplines worldwide, of these over 41 million were in Asia Pacific.

This publication of ten years of data from Asia & the Pacific is about the voices of children and young people growing up in our societies, encountering joy, problems but also hardship and experiences in their childhood and adolescence that will shape them for the rest of their lives. They are the region's future leaders, doctors, craftsmen, entertainers, teachers; they all have the right to be protected and to be heard. They all have, without exception, the right to live a dignified life. That is why I personally urge you, politicians, policy and decision makers and partners to read *Voices of Children and Young People in Asia Pacific*. It contains a wealth of information, stories and trends. Please take it to heart and listen to their voices in all your work. Only through collective action can we ensure a bright future for the next generation of children and young people in Asia Pacific.

Nenita La Rose
Executive Director.

Executive Summary

Child helplines in the Asia Pacific region and around the world provide children and young people with a way to express their concerns and needs, and to obtain counselling, care and support in a confidential, secure environment. Child helplines listen to children and young people and empower them to take control of their lives.

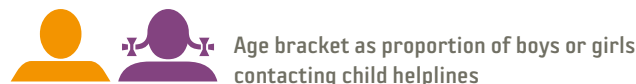
In the past ten years more than 126 million contacts were made with child helplines around the world using telephone, walk-in services and other forms of technology such as online chat, text messages and email. Of these, over 41 million contacts were made with child helplines in the Asia Pacific region.

Child helplines have been at the forefront of child protection in the region ever since the founding of the first child helpline, Youthline in New Zealand, in 1970. Since Child Helpline International was founded in 2003, the child helpline network has expanded greatly in the region. In 2003, CHI had 12 members in 9 countries within the Asia Pacific region. Ten years later, Child Helpline International has 34 members in 29 countries that are either operating or are currently establishing a child helpline. The number of contacts that child helplines in Asia Pacific receive has likewise increased, especially in the last few years, from 3.7 million in 2008 to 5.4 million in 2012. Over the last ten years, children and young people most frequently used

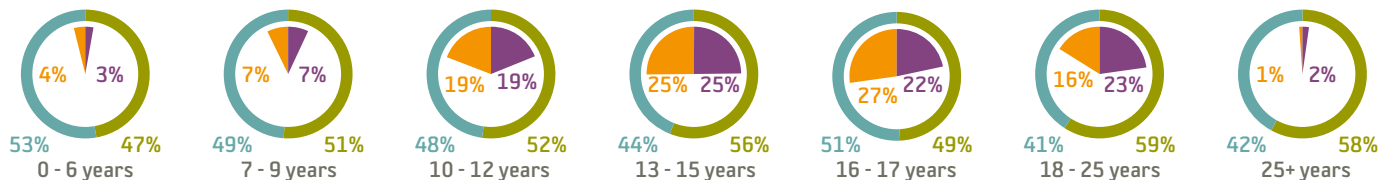
the telephone to reach out to child helplines in the region: 89% of all contacts made since 2002 were over the telephone. Evolving technology is continuously providing new means of communication such as smart phone apps and online chat services. In 2012 more than 5% of all contacts in the region were made using mobile and online communication means i.e. 279,000 contacts. The most common issues that children and young people wanted to talk about were family relationships (21%), followed by psycho-social mental health issues (15%), problems with their friends and peers (15%), abuse and violence (14%) and school related problems (7%). These issues are explored in the Rewind section of this publication.

>> Child Helpline 1098 is the only child protection service in Nepal providing direct emergency services of rescue, relief and counseling, and enables the prosecution of perpetrators and social reintegration services for children at risk << CHILDLINE NEPAL

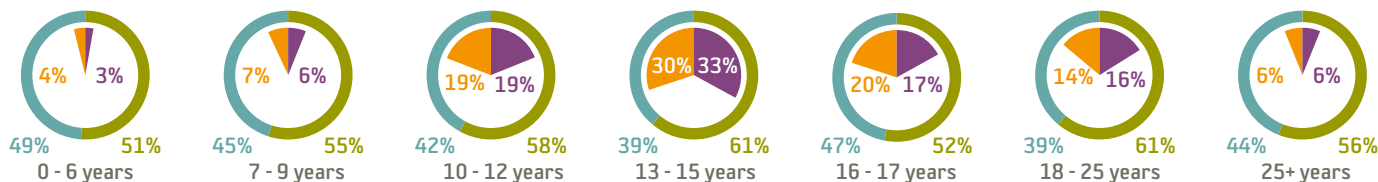
I . Age and gender of children and young people contacting child helplines in Asia Pacific



Asia Pacific



Worldwide




Many children and young people struggle with issues surrounding family relationships. Family relationships represent almost 10% of all contacts annually since 2006. Children and young people may suffer bereavement, have to deal with parents divorcing, or other family-related problems. Peer relationships and friendships are of vital concern to developing children and young people. Not surprisingly this is also one of the most common reasons for children and young people to contact child helplines in the region: one in seven contacts peer relationships (15%). School is a cornerstone in the life of children and young people. Child helplines have been responding to more than half a million questions from children and young people on school related problems (8% of all contacts). The annual proportion of contacts on school-related issues has not changed significantly in the past ten years.

Millions of children and young people in Asia Pacific and around the world, face violence and abuse in their lives. Many of them are turning to child helplines for support and protection. More

This publication is compiled from data and analysis collected from child helplines in Asia & the Pacific over the last ten years. The Rewind section provides insight into the common issues which have caused children and young people in Asia & Pacific to seek support from child helplines. The Forward section strives to provide context and insight into particular issues that children and young people encounter in different sub-regions or countries with different levels of economic development.

than 865,000 contacts were made with child helplines in Asia Pacific on abuse and violence. More than one third were on physical abuse (34%).

Although the Child Helpline International network has grown significantly over the past ten years and child helplines have assisted millions of children and young people, their presence varies from one sub-region to the next. The majority of contacts in the region were received by child helplines in South Asia (55%). One fifth of contacts were made in the South Pacific sub-region (20%). Contacts in South-East Asia, East Asia and Central Asia accounted for 14%, 8% and less than 1% of all contacts respectively. The level of economic development, and social and cultural contexts significantly impacts children and young people's lives and the problems that they face. In line with economic and cultural variations in Asia Pacific, there are differences between reasons for contact in various countries. Some of these different issues are explored in the Forward section of this publication.

 In countries with a high level of economic development such as Australia, Brunei, Japan, Korea, New Zealand and Singapore, an increasing proportion of children and young people reached out to child helplines to discuss peer relationships and psycho-social and mental health issues.

In countries with a low and medium Human Development Index (HDI) level, homelessness and basic needs are common reasons for children and young people to reach out to child helplines: in total 570,000 contacts were made on this issue in the region. Nearly 90% of these contacts were made in countries with a low and medium HDI level. One in ten contacts made with child helplines in South Asia involved a case of commercial exploitation. In 2006, child helplines in the sub-region received 10,000 contacts on this issue (8% of contacts that year). In 2012 this number had increased to more than 27,000 (11% of contacts that year). This shows that child helplines in the region are important monitoring and reporting mechanisms for such issues.

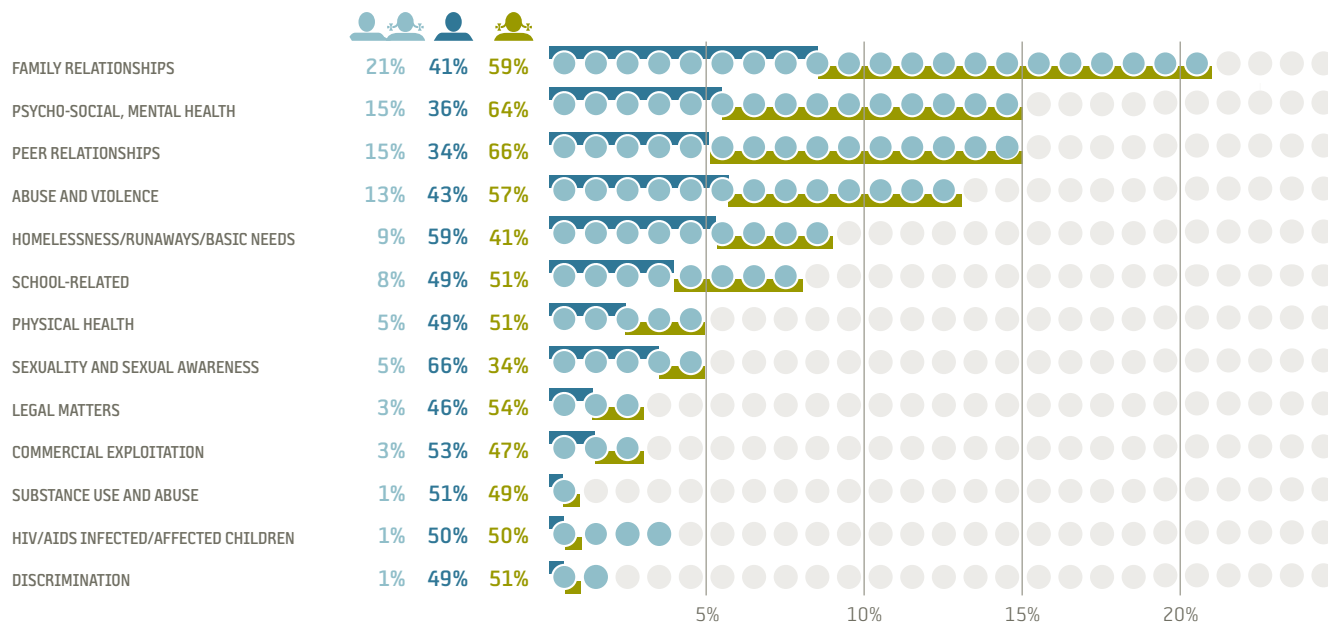
Child helplines play an invaluable role in protecting children and young people. Annually, child helplines provide millions of children and young people with essential services.

WARNING SIGNS

- Millions of children and young people do not yet have access to child helplines. Governments in the region need to cooperate with civil society to establish child helplines in countries where there are none.
- Existing child helplines provide services to millions of children and young people annually. Governments should support child helplines in their role of protecting children. Governments should recognise child helplines as vital sources of information on issues affecting children and young people.

Children and young people contact child helplines directly and voluntarily. Child helplines have a unique insight into the health and welfare of children in society, something which should be recognised by governments as they work with child helplines to protect children and young people. It is vital that the important information that child helplines provide is used to develop and inform policy and decision making.

II. Reason for contact with child helplines and proportion of boys and girls for each reason for contact



THE DURBAN RESOLUTIONS

Gathered in Durban, South Africa on 20 November 2012, child helplines operating in 136 countries adopted the Durban Resolutions. Child helplines call upon all stakeholders in governments, agencies and the private sector to:

- Recognise child helplines' unique capacity to bring the voices of children to bear on strengthening child protection;
- Partner with child helplines to ensure that they are sustainable and accessible for all children free of charge; and,
- Ensure that the post-2015 Sustainable Development Goals (SDGs) include the protection and empowerment of children and young people.

Child Helplines in Emergencies

Over the past 10 years, child helplines in Asia Pacific have operated in countries that experienced a disaster or emergency situation that affected children and young people, as well as the child helpline operations. Children and young people are often the silent victims of these disasters, as they have to take on responsibilities and face situations beyond their capacity.

During disasters children and young people experience injuries, immediate need for food and hygiene, the loss of family and friends, displacement, upheaval and sometimes violence. In the medium and long term these traumatic events also leave children and young people deprived of emotional support systems and familiar coping mechanisms. Many child helplines had to provide specialised counselling to numerous children and young people. These children and young people reached out for support as a direct result of the emergency situation or in the period thereafter because they felt bereaved, lonely or were in pain.

Emergency situations often have a severe impact on child helpline operations. Damage, loss of property, death of staff, and lack of access to facilities are some of the ways in which child helplines are affected. In some cases it can mean the cessation of services. It is during these times of emergency that protection services are increasingly required and child helplines show their creativity in being accessible and providing services to children and young people in need.

EMERGENCY SITUATIONS IN ASIA PACIFIC

- **Tsunami:** India, Thailand, Indonesia, Japan, Maldives, Sri Lanka
- **Earthquake:** New Zealand, Japan, Philippines, People's Republic China, Indonesia
- **Flooding:** Australia, Brunei, India, Pakistan, Thailand
- **Typhoon:** Brunei, Indonesia, Japan, People's Republic China, Philippines, Singapore
- **Nuclear plant incident:** Japan
- **Drought and Forest fire:** Australia, Indonesia, Malaysia, Mongolia, Singapore
- **Political instability:** Nepal, Pakistan.



1. In the aftermath of the Indian Ocean Tsunami, which killed many people and displaced many more, child helplines in India and Thailand responded to the crisis by establishing mobile caravans and mailboxes in schools as well as other outreach activities. This situation led to the establishment of a child helpline in Sri Lanka and the Maldives and the expansion of coverage of an existing child helpline in Indonesia (Tesa 129) and India (Childline India). The Indian Ocean Tsunami was also used as an opportunity to reach out to child protection partners in the affected countries and strengthen child helpline services.

2. CHI's child helpline member operating in New Zealand's Christchurch telephone centre was badly damaged during an earthquake in 2011, but all calls and SMS messages were rerouted to other centres around the country. The child helpline increased advertising of its contact information and free text message service to those in the affected area via radio, internet and newspapers. The child helpline further responded to the crisis by giving specialised grief and trauma training to staff.

» There were many incidents of discriminations of children that had been evacuated from Fukushima due to the nuclear plant explosions. Other calls related to the death of family members, parents' unemployment, fears that they may have to give up higher education, and other uncertainties and fears about the future « CHILDLINE SUPPORT CENTRE NPO JAPAN

Relationships with the Family

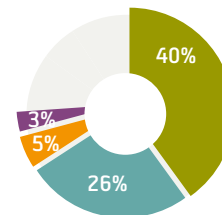
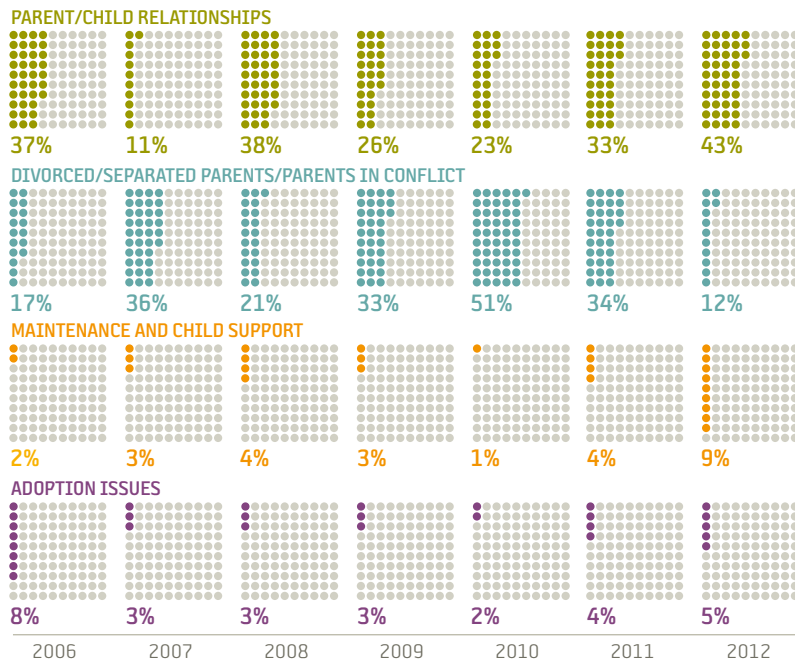
Family is at the core of life development for a child or a young person. Relationship problems with their parents or siblings are some of the most common reasons for children and young people to contact child helplines. Children and young people have made more than 1.36 million contacts on family-related issues with child helplines in Asia Pacific in the last ten years.

The proportion of contacts on family related issues that child helplines have received since 2003 has remained fairly constant during this period (around 10% of contacts). As a result of their increasing presence and accessibility, child helplines in the region are able to support a greater number of children and young people who have questions on family related issues. In 2006, child helplines received 40,000 contacts on family relationships. In 2011 they received more than 70,000 contacts on the same issue and in 2012 more than 53,000.

Children and young people most commonly had questions about divorce and parental conflict. In 10 years, one quarter of contacts on family relationships were related to these issues (26%). An increasing proportion of children and young people wanted to discuss problems with a new or step-family; in 2006, 1% of contacts related to family relationships were on this issue. In 2012 it was more than 7%. In recent years the proportion of contacts on child maintenance and support has increased (from 3% in 2007 to 9% in 2012). A similar rise is evident for issues relating to adoption: increasing from 3% in 2007 to 5% in 2012.

>> Complaints from children of divorced parents or homes with strife between parents are coming in a steady pace. We are receiving an increasing number of complaints from adults about bad parenting of their children by their estranged spouses << CHILDLINE INDIA

RWD 1. Contacts on family related issues in Asia Pacific 2004- 2012



TOTAL 2006 - 2012

Case: “They want me to choose, but whatever I choose I will always feel guilty. I don’t want to hurt their feelings.” Mark was very upset and anxious as his parents were separating. They planned to move to different places. “Both my parents are putting pressure on me to choose. But I want to keep seeing them both. They have never asked me how I am feeling about this.” The counsellor told Mark that his feelings were very common for children whose parents were separating and that it was alright to have these feelings. The counsellor and Mark worked together to analyse and reframe the problem. Mark said he was very happy that somebody had finally listened to him and he felt much more confident that he was now able to work out the situation. – *What’s Up?, New Zealand*

WARNING SIGNS

- Family relationships are one of the most common reasons for children and young people to reach out to child helplines.
- Children are often the victims in situations of divorce and conflict between parents. Child helplines provide important support services for children and young people who find themselves in these difficult situations.

Friendships and Peer Relationships

Encountering problems with relationships with friends and partners is part of life. Not surprisingly it is one of the most common reasons for children and young people to contact child helplines. Child helplines in Asia Pacific received 975,000 contacts over the last ten years on issues relating to friends and peer relationships.

A growing number of children and young people contact child helplines to talk about peer relationships: Problems relating to peers, friends and partners accounted for 11% of contacts in 2003. In 2012 they accounted for 15% of contacts. The number of contacts on the issue doubled from 51,000 in 2003 to more than 103,000 in 2012.

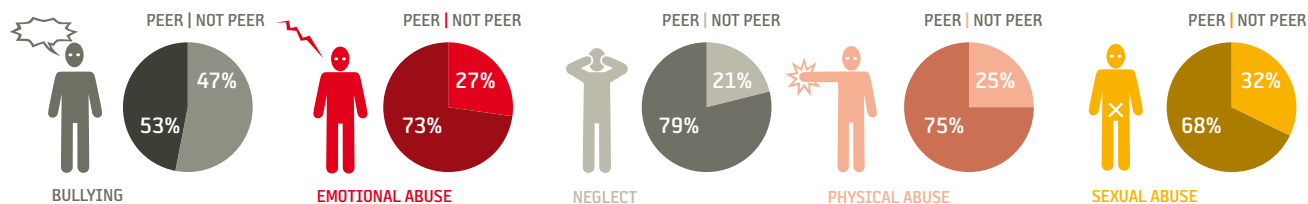
More than eight out of ten contacts in the region regarding problems with friends and partners were made in very high HDI level countries (84%). Only 16% of contacts on the issue were made in low and medium HDI level countries. Children and young people in very high HDI level countries contacted child helplines to talk about problems with their peers (75% of contacts on the issue). In low and medium HDI level countries they wanted to talk more about problems with their partner (50% of contacts on this issue in these countries).

Contacts on problems with friends have increased from 27,000 in 2009 to 41,000 in 2012. The number of enquiries from children and young people in low and medium HDI level countries on problems with their partner (e.g. boyfriend or girlfriend) increased, from 10,000 in 2009 to 50,000 in 2012.

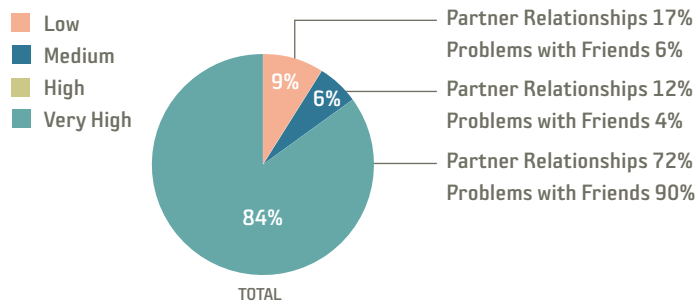
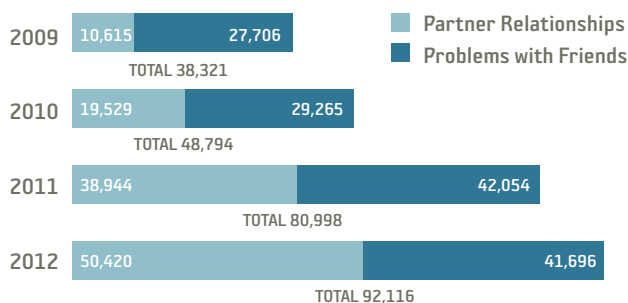
The majority of bullying in Asia Pacific was committed by peers (53%), as was one quarter of physical abuse cases (25%), one third of sexual abuse cases (32%) and over one quarter of emotional abuse (27%). Overall, boys were more likely to be abused by other boys (57% of perpetrators are male) while girls are equally likely to be abused by girls and boys (51% are female perpetrators).

>> We find that relationships, whether they be peer, partner or family is something that young people often need support around << YOUTHLINE NEW ZEALAND

RWD 2a. Proportion of abuse perpetrated by peers



RWD2b. Contacts on peer relationships per year and HDI level



Case: Takeo called the child helpline. “I’m sorry that I have been making fake calls lately, but my friends put me up to it and it’s hard to say no to them. They make me do all sorts of stuff. In the beginning it used to be fun, but now it’s not anymore.” Takeo told the child helpline counsellor about the things his friends made him do – smoking, stealing sweets from his parents’ cupboard, and teasing a neighbourhood girl who had a disability. Takeo said, his friends are now daring each other to steal things from a local shop. The child helpline counsellor listened to Takeo and reassured him that his friends should not be making him do stuff he did not want to do. Takeo felt more confident and decided that he would tell his parents what was happening and that he would tell his friends he no longer wanted to do things that felt bad. – *Childline Support Centre Japan*

WARNING SIGNS

Peer relationships are a source of stress for many children and young people. Children and young people dealing with these issues should be listened to and provided with guidance and counselling by qualified adults.

Sadly, peers and friends are sometimes also a source of abuse. This should be recognised and addressed.

School Related Issues

Many children and young people in the region are facing problems at school. Since 2006 almost 8% of the contacts made with child helplines in the region annually were linked to schooling issues. In total more than half a million contacts on school-related problems were made with child helplines in Asia Pacific since 2002.

The proportion of contacts regarding problems with teachers and academic issues increased from 35% of the contacts on school related issues in 2007 to 55% in 2012.

Dropping out of school is a step that children often take or are forced to take due to economic pressures, as their families need additional income. Alternatively it can be due to economic pull as children and young people feel they will be better off earning money in an economy that is growing quickly. It is alarming that child helplines in the region have been receiving a growing number of reports on children and young people dropping out of school: from 800 in 2004 to more than 8,000 in 2012. In South Asia in particular, this is a common issue that

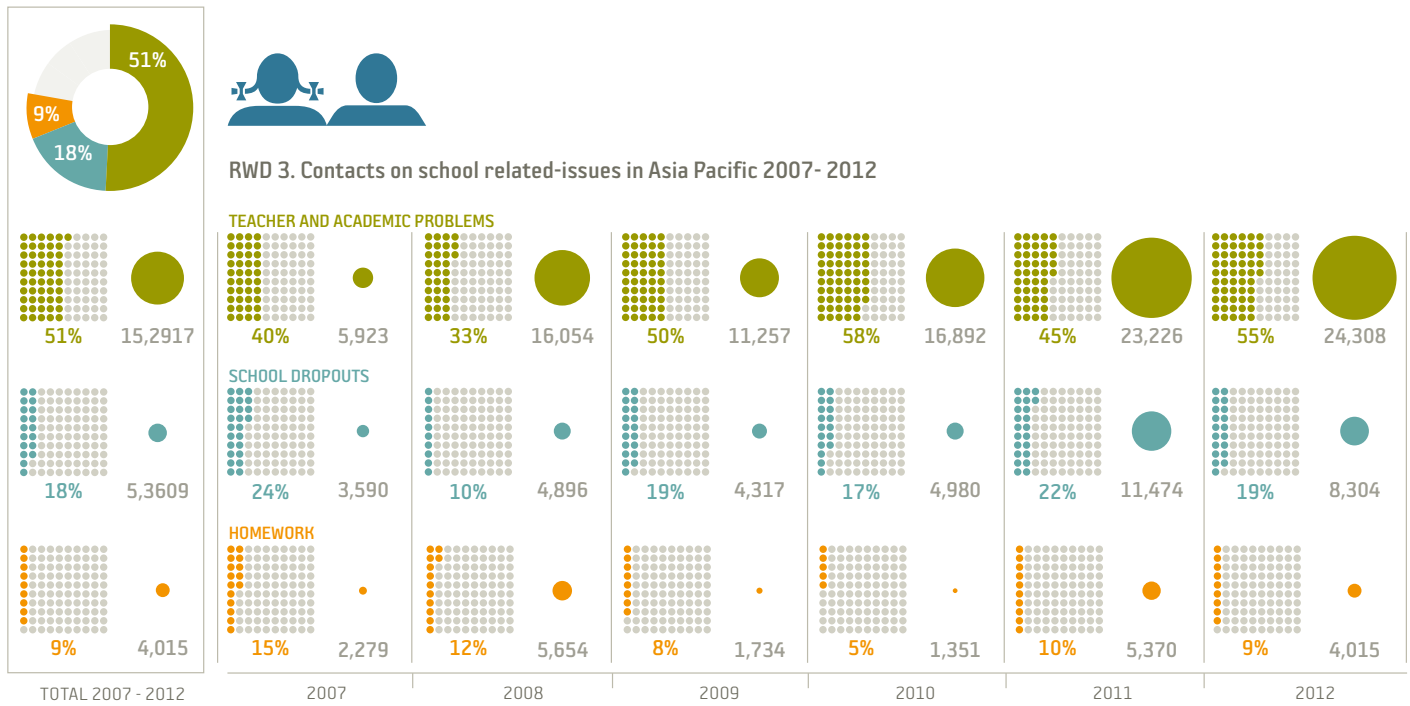
children and young people wanted to discuss with child helplines. The proportion of contacts on this issue in South Asia is slowly increasing: one in five of contacts in 2009 were about school drop-outs (21%). In 2012 this had increased to one in four (27%).

Child helplines play a key role in communicating with children and young people about issues associated with their education, from assisting with academic stress to counselling them about dropping out of school. These services provide a listening ear and counselling that some children and young people are hesitant to seek from their parents or teachers.

>> The number of calls from out-of-school children has doubled compared to earlier years. This is a good thing because it means our child helpline has become more accessible to disadvantaged children << CHILDLINE VIETNAM



RWD 3. Contacts on school related-issues in Asia Pacific 2007- 2012



Case: “My mother just keeps shouting and cursing at me. She calls me stupid and brainless. She tells me to go to hell.” Hien (11) called the child helpline and said that he was very sad about his results in school. His mother was abusing him verbally and physically. She would beat him with her hand and a belt. Hien did not want to share anything that had happened with his father as he was afraid they would separate. The child helpline counsellor told Hien that his mother never had the right to beat him or call him names. The child helpline counsellor talked to Hien and made sure that he felt secure. Together they contacted the school counsellor to make sure that he would be supported at school and find a way to end the abuse. – *Childline Vietnam*

WARNING SIGNS

Many children and young people are struggling at school, with their teachers or homework. Child helplines play a pivotal in supporting these children.

A worrying number of contacts in South Asia are related to children dropping out of school. Children dropping out of school has severe consequences for the future of the child and development of the country.

Abuse and Violence

Millions of children and young people experience abuse and violence. Sadly, it is a common issue that child helplines in Asia Pacific provide support on: more than 865,000 contacts in Asia Pacific dealt with abuse and violence. The proportion of contacts to child helplines on abuse and violence issues has stayed consistently high at 14% of contacts.

Abuse and violence is not limited to countries experiencing low or medium levels of development. It is significant that more than half (56%) of all contacts on abuse and violence in Asia Pacific were made in countries with a very high HDI. Child helplines provide children and young people with the opportunity to take control of their lives and demand the protection they are entitled to.

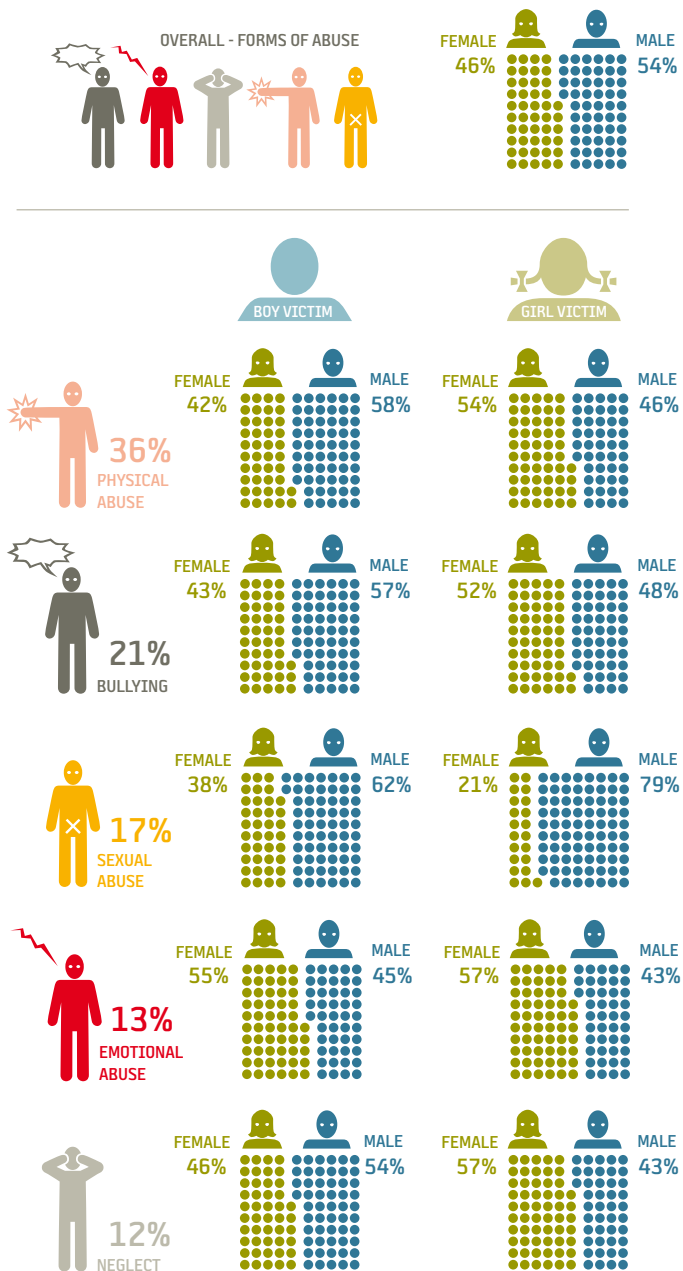
Physical abuse has consistently been the most common form of abuse reported in the Asia Pacific region. More than one third of contacts on violence and abuse dealt with a case of physical abuse (35%). One in five contacts on abuse was on bullying (22%).

There are notable differences in the frequency with which different forms of abuse are reported in the sub-regions in Asia Pacific. In East and South-East Asia, more than half the cases of abuse involved physical abuse. In the South Pacific, half of the cases were about bullying (49%). In Central Asia, one in four reported abuse cases was about neglect (24%).

Overall, the majority of abuse perpetrators are male (54%). There are significant differences in the gender of the perpetrator per form of abuse. More than three quarters of the reported sexual abuse cases involved male perpetrators (79%). Less than half of all emotional abuse cases involved a male perpetrator (43%).

>> Our child helpline has received several reports about parents neglecting their children. It seemed that these parents were not aware that neglect is form of child abuse. Based on the reports we have received, some children are not sent to school, nor fed properly or given proper clothing, though their parents have the means to do so << BANTAY BATA PHILIPPINES

RWD4. Gender of perpetrator and victims for main forms of abuse



Case: Samira was very afraid to tell her story to the child helpline counsellor. At first she was very quiet. After a period of encouragement, she started talking about her adoptive father. Over a series of different calls she told the counsellors that her father had been sexually abusing her since she was 4 years old. Child helpline counsellors met with Samira. She was diagnosed with several psychological disorders, such as phobias, obsessiveness and a feeling of isolation. Samira also suffered from different sexually transmitted diseases. The child helpline counsellors created an intervention plan to work with the Samira and her mother to help her overcome her trauma and ensure she would receive the medical treatment that she needed. Samira's case continued to be followed actively by the child helpline.

- Childline Malaysia

WARNING SIGNS

- Child helpline data shows that different forms of abuse and violence vary from one country to the next. Governments should take this into account when designing policies and laws.
- Most contacts on abuse were received in well developed countries. As countries in the region continue to develop, an increasing demand will be placed on services dealing with victims of abuse.

Message



It is well known that violence against children is often hidden and under-reported, but through Child Helpline International and ten years of experience across Asia and the Pacific, there are many important lessons to be learned and shared. Not only do child helpline services enable children to seek help from well-trained personnel, who can provide valuable information and guidance to child callers, but important data and information generated from the calls can help to inform the design of more effective and targeted prevention and response interventions. Deeper understanding of the various manifestations and risk factors associated with violence against children will help to strengthen stakeholders and duty-bearers actions and responses and reaffirm commitment to ending child rights violations.

South Asia is home to over 700 million children and 35 percent of the world's poor. The children of our region face greater levels of vulnerability to violence due to wide ranging diversity – including caste, ethnicity, religious beliefs and disability – which often prevents them from accessing crucial protective and social welfare services. The continued use and application of harmful practices affecting children, such as those based on tradition, culture, religion or superstition, such as early marriage, are high in number and a key challenge in the region. Violence against children is also exacerbated due to natural disasters or armed conflict, both which are prevalent in South Asia and negatively impact upon care and protection for children from parents or care-givers or through disruption of established services which occurs in such emergency contexts.

However, the Governments of South Asia continue to show a high degree of commitment to follow up on recommendations generated by the United Nation's Study on Violence against Children (2006) to address and end violence against children in South Asia. The participation and support of the South Asian Association for Regional Cooperation SAARC Member States to the South Asia Initiative to End Violence against Children (SAIEVAC) and the continued effort of SAIEVAC in close partnership with other regional mechanisms to highlight these issues and challenges, develop strategies and solutions based on a systems-building approach and, share best practices through an established mechanism which brings together a variety of stakeholders – including children themselves – in order to enhance protection and end violence against children of the region. SAIEVAC continues to work with partners to ensure that States put into place national laws to protect children and establish accessible means where incidents of violence against children can be reported in a confidential and child-sensitive way in order to both respond and provide adequate support towards recovery and reintegration.

For South Asia there is no time for complacency. Let us learn from the insights and findings documented in this report and apply these critical lessons to continued work and future research in order to enhance actions and efforts in strengthening child protection systems at both regional and national levels in order to end violence against children once and for all.

Dr. Rinchen Chopel
Director General SAIEVAC Regional Secretariat
Kathmandu, Nepal

Message



Child helplines wherever they are in the world, hear unique stories from children and young people, stories which highlight much more than what we see with our eyes. These stories come from a special world, the world of children. This is a world that usually attracts little interest from adults, even though every adult used to be a child with similar experiences. Many adults often consider that the world of the child belongs to the past or future. Few of them properly assess the significance and influence that this world has on the present.

Child helplines provide data that cannot always be found through research or other surveys. That is because this data comes from members of society whose voices are not normally listened to – children. Their voice is often not strong enough to get the attention that it deserves.

In this publication you will find special stories and data. Child helplines are always there for children and young people. To listen to them and to be their friend when they need it. Not all adults, even some parents, teachers or people responsible for caring for children, are willing to listen and sympathise with them at any time.

In the past 10 years, 173 Child helplines in 141 countries have received more than 126 million calls for help from children and the youth. As a result, 126 million hidden stories from children and young people have been revealed, that otherwise would have not been heard.

Child helplines are filling gaps in child services and healing breakdowns in relationships that are often caused by a lack of listening and sharing. Even when there is no violence, abuse or exploitation, lack of empathy itself is enough to injure children.

Nowadays, child helplines are recognised not only for their invaluable position in each country's child protection system, but also for their special mandate to help children's right to participate become a reality in this world.

ĐẶNG HOA NAM

Representative of Vietnam on Child's Rights to ASEAN Commission for Promotion and Protection of Women and Children Rights (ACWC).

Child Helplines in Asia Pacific

Child helplines in Asia Pacific operate in very diverse environments. Countries in the region have different levels of economic development and protection services. Despite these differences, child helplines in Asia Pacific deliver essential services to children and young people in all circumstances.

For all children and young people to be able to access a child helpline it is imperative that they can pick up any phone, mobile or landline and dial an easy to remember telephone number free of cost. In the Asia Pacific region child helplines in 19 out of 23 countries can now be reached by children and young people free of costs. This is a significant increase since 2003, when children in only 9 countries were using a free child helpline number

Child helplines adopt a diverse range of communication methods allowing them to be accessible to as many children and young people in their country as possible. Outreach activities and other non-technological means such as walk-in centres are used by many child helplines in the region to reach marginalised children and young people. Such services reach those who are living on the streets or in areas where telephones are not readily available, such as city slums and rural areas, where access to other child protection services may be unavailable. An increasing number of child helplines are adopting mobile and internet-based technologies to be available to children and young people. In 2012, 45% of the child helplines in the region were accessible through SMS, chat services and internet bulletin boards. In 2004 and 2005, 0.5% of the contacts were made using mobile and internet-based technologies, such as SMS, chat and online bulletin boards. In 2012 these communication methods accounted for more than 5% of the contacts made in the region, i.e. 228,000 contacts.

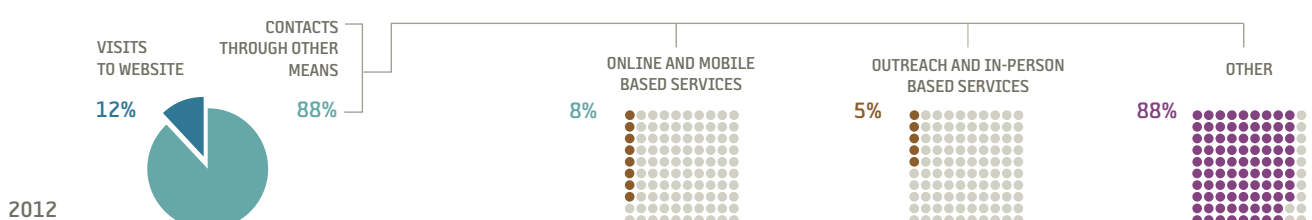
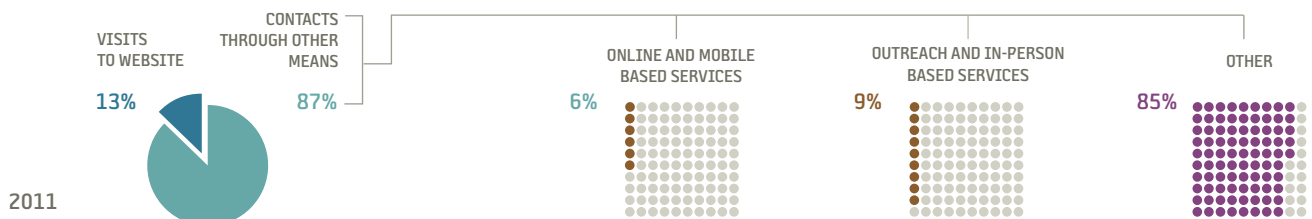
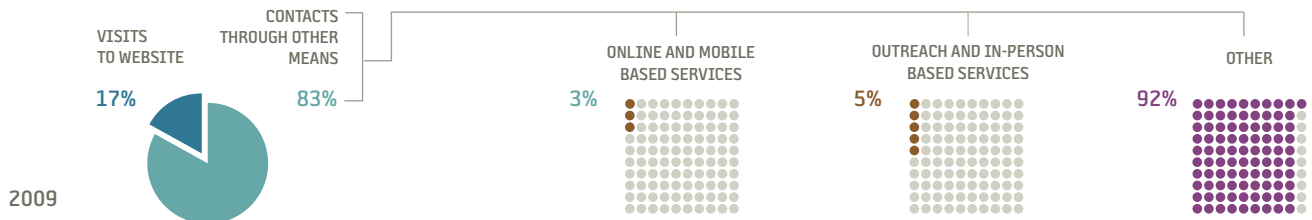
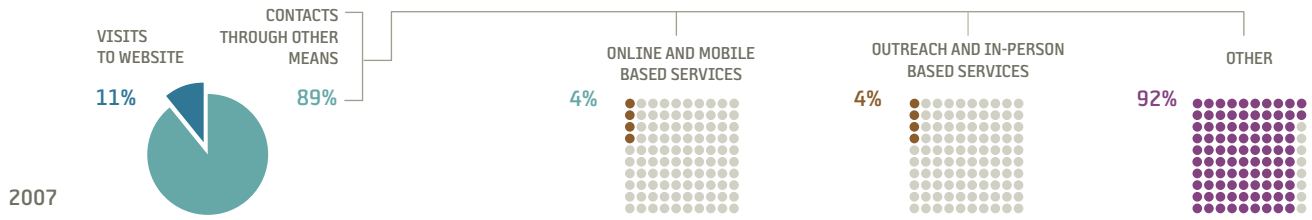
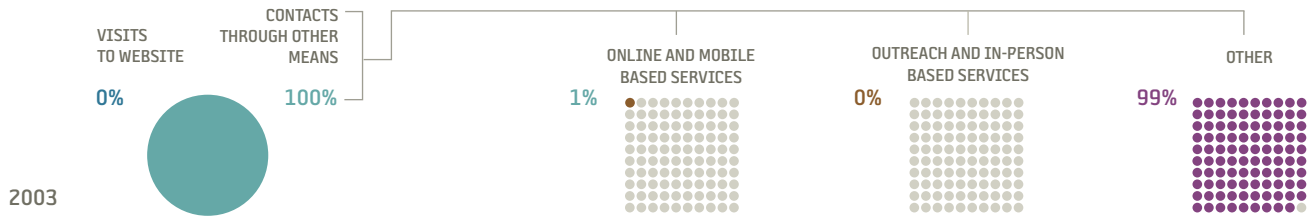
Case: (The original text messages have been adapted for increased readability)

*** Sam:** "Hello, my name is Sam and I'm gay but I haven't told anyone." **Child helpline:** Hi Sam, talking about it must be a big step for you, how are you feeling about it? **Sam:** Yes it is I'm kinda scared. **Child helpline:** Its really brave you texted in today =). what's scaring you? **Sam:** Just how people will reject me and not accept me for who I am. **Child helpline:** Is there anyone you're really worried about telling? **Sam:** My parents especially. **Child helpline:** That's understandable. How are things with your parents? **Sam:** They're mostly ok. **Child helpline:** Is there anyone else you can talk to **Sam:** I'm close to my uncle. I thought if I told him first, he might know what to do. **Child helpline:** It's great that you can talk to somebody. **Child helpline:** Have you heard of the gay youth support group? **Sam:** I've heard of it but don't know what they are. **Child helpline:** They're a service where you can talk to and meet other young people that have experienced similar situations. **Sam:** That sounds cool- I'll look it up! **Child helpline:** Cool! You're welcome to text or call us again if you want to talk more, but feel free.

- Youthline, New Zealand



FWD 1. Use of internet and mobile-based communication methods in Asia Pacific



Psycho-social and Mental Health Issues

An increasing number of contacts in the Asia Pacific region relate to various psycho-social and mental health issues that children and young people are dealing with. In 2004, 9% of contacts were on psycho-social and mental health issues. In 2012 they accounted for almost 29%.

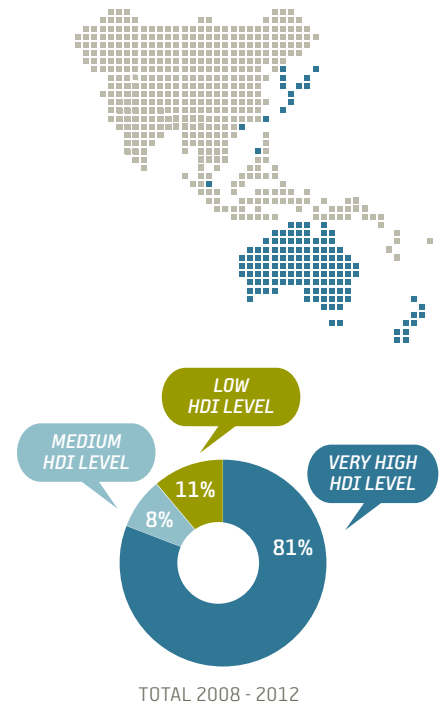
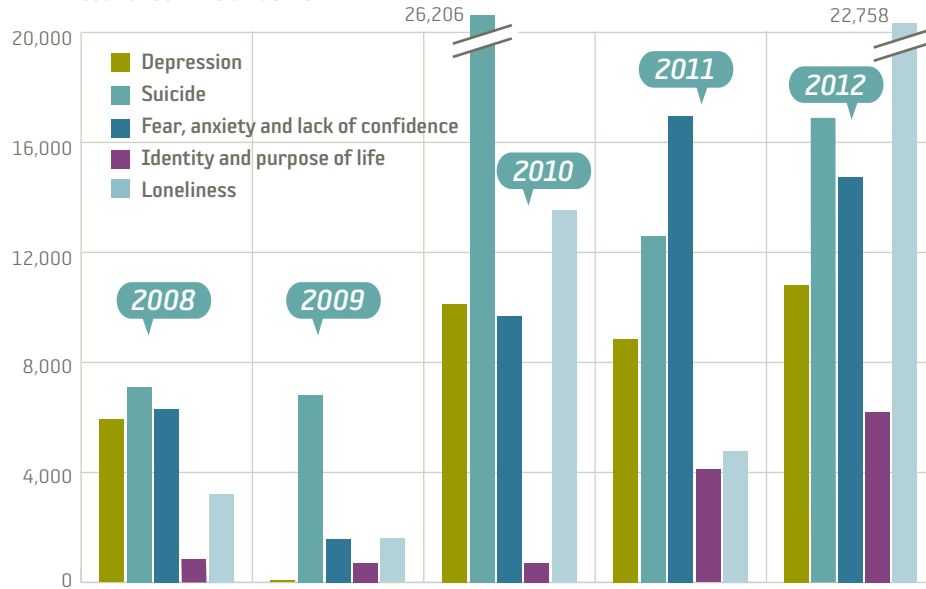
The majority of contacts on psycho-social and mental health issues were made in countries with a very high HDI level such as Australia, Brunei, Japan, Korea, New Zealand and Singapore. Children and young people in these countries most commonly live in an environment that provides a high level of social protection. The basic needs of most children and young people are fulfilled. Other issues such as depression, suicide and anxiety play a more prominent role in the lives of those contacting child helplines.

In 2003, contacts on psycho-social and mental health issues represented 15% of contacts in very high HDI level countries. In 2012, more than 40% of the contacts in these countries were on these issues. Almost two thirds of all contacts on psycho-social mental health issues in very high HDI level countries were made by girls (63%).

An increasing proportion of children and young people in countries with high levels of development wanted to discuss thoughts of depression and suicide. In 2004 and 2005 these issues accounted for 16% and 15% of the contacts on psycho-social and mental health issues. In 2012, 30% of the contacts in this category were on these issues. Also, an increasing proportion of children and young people in high development index countries wanted to discuss feelings of fear, anxiety and lack of confidence. The proportion of contacts on these issues has quadrupled from 2007 to 2012: from 3% in 2007 to 12% in 2012. The absolute number of contacts that child helplines responded to on these issues increased nearly sixfold: from less than 1,900 contacts in 2006 to more than 12,000 in 2012.

Contacts in very high HDI level countries on loneliness in the region increased from 5% of contacts in 2007 and 4% in 2008 to 29% in 2012 of contacts on psychological issues.

FWD 2: Trends in contacts on psycho-social mental health issues in very high HDI level countries in Asia Pacific



Case: "I can't stop thinking about her. She was my best friend and now she's gone. I can never talk to her again. I miss her so much." Susan (16) said she lost her best friend to suicide one year ago. She thinks about her often. She says she feels low most of the time, and has stopped doing the things she used to enjoy. She has been feeling this way for the past 6 months and regularly engages in self-harm activities. The child helpline counsellor listens to Susan and together they develop a plan for her to talk to her mother about getting some psychological counselling. The counsellor and Susan also brainstorm on activities she can do when she is feeling low and to help her cope with the feelings without self-harming. Susan continued to contact the child helpline for support almost daily for a period as she worked through her problems. - *Tinkle Friend, Singapore*

WARNING SIGNS

- Child helplines in Asia Pacific are responding to an increasing number of children and young people dealing with psycho-social and mental health problems.
- Children and young people increasingly want to talk about self-harm and depression, feelings of fear and anxiety and a lack of confidence.

Homelessness and Basic Needs

Child helplines in Asia Pacific, and around the world, provide outreach services accessible to children and young people living on the streets. They provide support and referral services for those who need shelter or other basic needs. In the past 10 years, child helplines in Asia Pacific have received 570,000 contacts on homelessness, basic needs and runaway situations. In South Asia it was the most common reason for children and young people to reach out to child helplines. One in five contacts was related to homelessness and basic needs (19%)

Nearly all contacts in Asia Pacific regarding children who have been abandoned, missing, orphaned and in need of food, were made in low and medium HDI level countries (92%). This demonstrates that child helplines play a pivotal role in providing services to children and young people, especially when they are in need.

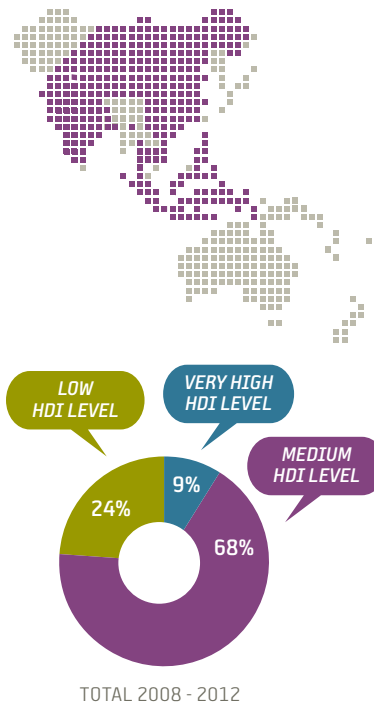
One in six contacts on homelessness in low and medium HDI level countries dealt with missing children (15%). A considerable number of contacts in this group of countries related to children lacking basic amenities. More than 36,000

contacts were made by children and young people requesting resources and financial aid; over 14,000 contacts were about employment opportunities and more than 7,000 contacts came from children asking for food.

In high and very high HDI level countries, 6 out of 10 of the contacts relating to homelessness were from children and young people looking for shelter (61%). Most child helplines in these countries do not provide shelter themselves but refer children and young people to partners who provide these services.

>> A notable increase in our reports are the number of children and families living on the streets. Despite the efforts of our local social welfare office and other private organisations, more and more families are forced to live on the streets. As a means to survive, some of the parents, mostly mothers, use their children or babies to beg for food or money << BANTAY BATA PHILIPPINES

FWD 3: Contacts on homelessness, resources and basic needs made in Asia Pacific



Case: Seventeen year old Matt had been living with friends in shared accommodation and they had all been given two weeks' notice to vacate the premises. While his friends chose to move back with their families, Matt said that he would not be welcomed back home. The counsellor explored options of contacting youth accommodation services, as well as discussing the history of Matt's conflict with his family, which was preventing him from seeing home as an option. By the end of the call, Matt had decided to try to things out with his mother and father, and would only try youth accommodation if he was unsuccessful.
 - Kids Help Line, Australia

WARNING SIGNS

- Contacts from children and young people in low and medium HDI level countries requesting basic resources (food, water, etc) show that there are basic gaps in the provision of these services to many children and young people.
- Child helplines in very high HDI level countries have been receiving an increasing number of contacts from children seeking shelter. Services should adapt to the growing demand.

Exploitation of Children and Young People

Commercial exploitation of children and young people is a serious issue, especially in South Asia. Child helplines in the sub-region are very active in combating and preventing commercial exploitation and trafficking. Before 2006, contacts on commercial exploitation accounted for less than 1% of all the contacts in Asia Pacific. Since 2011, contacts on commercial exploitation account for more than 4% of all contacts.

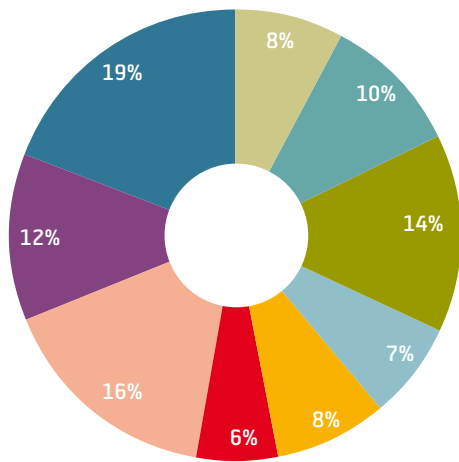
Nearly all contacts on commercial exploitation were made in South Asia (97%). As the need for cheap labour in the region continues to grow in-line with economic growth fuelled by low labour costs, it can be expected that contacts on commercial exploitation and child trafficking will also continue to increase. Since 2006, as many as 1 in 10 contacts with child helplines in the sub-region have dealt with commercial exploitation.

This means that on average a child helpline in South Asia received more than 11 contacts on commercial exploitation every day in 2012.

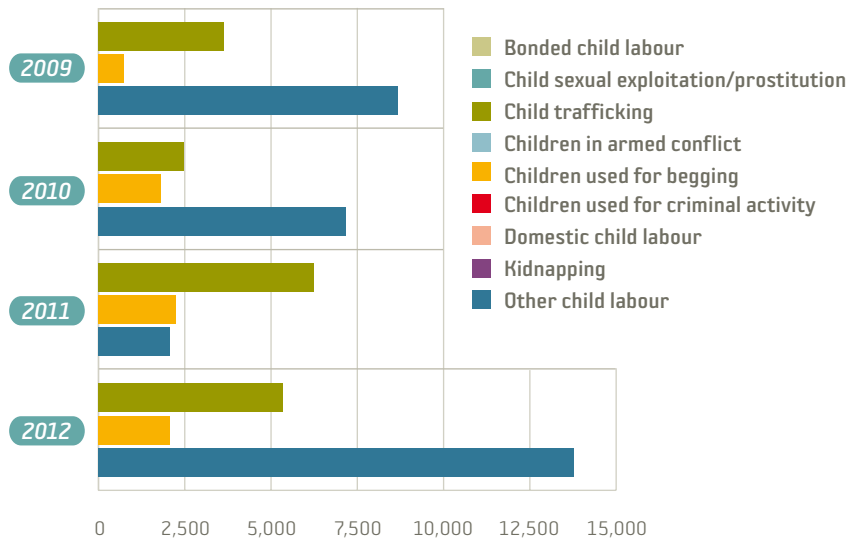
The proportion of contacts on domestic child labour in South Asia has doubled from 8% in 2005 to 16% in 2012. Reports on trafficking victims were evenly split between boys and girls, while most contacts on sexual exploitation and domestic labour involved girls. Boys are being used mostly for begging. The recent spike in contacts on trafficking in South Asia is worrying. Trafficked children and young people are forced into cheap labour or commercial sexual exploitation. The proportion of commercial exploitation-related contacts on trafficking has increased from 3% in 2005 and 5% in 2006 to 22% in 2011 and 19% in 2012. The number of reports on trafficking in the region has increased from 460 in 2006 to 2,500 in 2010 and more than 5,000 contacts in 2011 and 2012.

>> Often children are sent to the city to live with a relative or family friend under the impression that they will go to school there << APARAJEYO BANGLADESH

FWD 4: Contacts on commercial exploitation in South Asia



2003 - 2012



Case: Yamu is from Nepal. Childline Nepal met her during an outreach activity to get in touch with street children. Yamu was 10 years old at the time and was begging at a railway station. When asked about her well-being, she reported that she and her sister were forcibly made to beg by their mother. They did not have a father. When the Childline Nepal team found the mother begging in the vicinity and tried to convince her about the child's right to education, health and a good life, she shrugged them off and left. Some weeks later, the Childline Nepal saw Yamu again during outreach activities. Yamu said she would love to go to school but that her mother did not allow her. After obtaining the child's consent, she was taken to a specialised girls shelter. There Yamu was taken care of and was allowed to go to school. Yamu's progress in the shelter was very good and her performance in school was remarkable. The Childline Nepal team regularly visits Yamu to follow up on her case. Yamu intends to continue her education and has said she would like to become a doctor so she can help others. - *Childline Nepal*

WARNING SIGNS

- In recent years contacts on trafficking have spiked, indicating that contacts on child labour and commercial exploitation is set to increase even further.
- As demand for cheap labour continues to increase due to strong economic growth, contacts on commercial exploitation and trafficking can be expected to continue to rise. It is important that children and young people can contact a child helpline no matter where they are. A unified child helpline telephone number is a key tool to achieve this.

The importance of child helpline data

Since its foundation, child helplines in the Child Helpline International network have received over 126 million contacts. These numbers clearly demonstrate the need of children and youth to discuss their questions, their need for social support and help.

Child helplines play a unique role in supporting children and young people due to the combination of several characteristics:

1. caller anonymity produces an emotionally secure environment and enhances self-disclosure;
2. mediated communication increases the caller's perceived control and;
3. the elimination of time and distance barriers significantly increases the accessibility of support. Child helplines offer confidentiality and serve vulnerable individuals in crisis, at times when free of costs access to other services is unavailable.

Scientific study of child helplines has shown that child helplines succeed in having confidential conversations with children and young people that empower them (Butler, Potter, Danby, Emmison, & Hepburn, 2003). Staff of child helplines generally succeed in creating a supportive environment that affords the caller emotional safety. Staff is able to establish rapport with the

child, focusing the conversation on their problems and managing the conversation while adapting the pace and duration to their needs.

The CHI database has, as any database and empirical study, its strengths and weaknesses. The use of data in international comparative research is not without pitfalls (see Hantrais, 2009, for example). The database, with its limitations, represents a unique collection of international, longitudinal data. The registration of child helpline contacts, which show a wide variety of topics, is structured by a concise set of problem categories that is used internationally. The extensive collaboration between different child helplines in the CHI network for the past ten years has stimulated the constructive debate and exchange of findings between different members. Seen from this perspective, the CHI database has summarized the stories of children in need of answers, social support and help worldwide for the past ten years.

Prof. dr. Ruben Fukkink

*Professor at the Graduate School
of Child Development and Education
University of Amsterdam*

» Our data shows that 80% of children who contact us have not spoken to any other person, adult or peer about their problems «

Child Helpline International (CHI) is the global network of 173 child helplines in 141 countries (April 2013). In ten years together child helplines in the network received more than 126 million contacts from children and young people in need of care and protection. CHI supports the creation and strengthening of national toll free child helplines worldwide and uses child helpline data and knowledge to highlight gaps in child protection systems and advocate for the rights of children.

Colophon

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Disclaimer:

CHI's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child (UN CRC), including children's right to privacy and protection from harm. To this end, and to preserve the trust and confidence children place in child helplines worldwide every day, all identifying details and information about individual children cited in this report have been removed or altered. Although cases and quotes are real, the names of children and young people are not.

This publication is based on the analysis of information received from child helplines in the CHI network in the African Region and the world through CHI's data questionnaire. The conclusions and statements are based on this information and they 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.

Data has been collected for 11 consecutive years. Some graphs and tables are based on a subset of data, as some information was not collected for all years. The totals of different graphs and tables, are therefore, not always compatible.

www.childhelplineinternational.org

GIVING A VOICE TO CHILDREN AND YOUNG PEOPLE WORLDWIDE



FWD >>

The voices of
Children and Young People
in Asia Pacific

2003 - 2013
126 million
contacts