



The Role of Child Helplines in Protecting Children in Europe Against Sexual Exploitation & Abuse

Prevention, Detection and Victim Support



Position Paper and Child Helpline Data: April 2023

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Disclaimer

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

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



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INTRODUCTION

It is estimated that **1 in 5 children in Europe** fall victim to some form of sexual abuse during their childhood.¹ Child sexual abuse and exploitation (CSEA) are serious crimes that have wide-ranging and serious life-long consequences for survivors. Child sexual exploitation and abuse can take many forms, and the influx of new technology into children's lives has broadened its scope to the online sphere. The time children spend online – where they are often unsupervised by carers or other responsible adults – has increased. Over the past 10 years there has been a 6,000% increase in reports of online child sexual abuse and exploitation (OCSEA) in the European Union. Over 60% of online child sexual abuse material (CSAM) worldwide is hosted on servers based in the EU.² Furthermore, the level of risk of Online Child Sexual Exploitation and Abuse has increased for children from Ukraine residing in Europe due to the loss of child safeguarding structures as a result of the ongoing war in Ukraine.

Child sexual abuse and exploitation is difficult to detect for several reasons. In most cases, children are sexually abused by people they know, trust or depend upon. In addition, children face a significant amount of fear, shame and stigma in reporting these crimes, particularly in cultures where speaking openly about sex is considered taboo. **This contributes to vast underreporting.** Furthermore, in the online sphere, perpetrators use technology to their advantage to obstruct law enforcement's ability to intercept criminal activity. As a result, underreporting of Online Child Sexual Exploitation and Abuse is a significant issue.³ This issue is critical to address, not only to ensure policymakers have an accurate picture of the scale of the issue at hand and thus to resource high-quality support services support services, but also – from a law enforcement perspective – to ensure that perpetrators can be investigated and prosecuted. More importantly, early detection can prevent some of the devastating, long-lasting effects that OCSEA can have on the mental, physical, social and spiritual wellbeing of the affected children.

The issue is clear: we need to make it easier for children and adults to report child sexual exploitation and abuse, improve access to trauma-informed, child-friendly, high-quality support for victims. We also need to make it easier for law enforcement to detect, investigate and prosecute perpetrators of these crimes.

There are several important **policy initiatives** underway in Europe addressing this issue, most notably the EU strategy for a more effective fight against child sexual abuse, and the European Commission's Proposal for a Regulation of the European Parliament and of the Council Laying Down Rules to Prevent and Combat Child Sexual Abuse – currently under discussion in the European Parliament. In addition, several organisations and networks are working tirelessly to improve prevention, protection and support for children who are at risk, and for victims and survivors of sexual abuse and exploitation, including our strategic partners WeProtect Global Alliance, INHOPE, the National Crime Agency, Internet Watch Foundation, Brave Movement and ICMEC. Child helplines – in Europe and globally – play a key role in this work to realise ambitions to end child sexual abuse and exploitation on the national, regional and global levels. Because they are easy to access, and due to their trustworthiness, child-friendliness and confidentiality, child helplines are often the first point of contact a child has with a national child protection system. **Child helplines are essential in the prevention and detection of (O)CSEA and the provision of victim support services, as well as referral to other agencies.**

This Position Paper provides an insight into data around how and why children who are victims and survivors of sexual abuse currently access support from our member child helplines. It explores how child helplines fit into the collective response to prevent and protect children from sexual abuse, and what action needs to be taken to further promote safe disclosure and access to trauma-informed support for children.



Patrick Krens,
Executive Director

1. [About one in five children in Europe are victims of some form of sexual violence \(coe.int\)](#) 06-04-2023
2. [Geographical Hosting of Child Sexual Abuse | IWF Annual Report 2021](#) 06-04-2023
3. <https://www.end-violence.org/disrupting-harm#findings> 06-04-2023

WHAT NEEDS TO CHANGE

RECOGNITION OF CHILD HELPLINES IN THE PREVENTION OF (O)CSEA

Child helplines play an invaluable role in the prevention of (Online) Child Sexual Exploitation and Abuse through the provision of information, guidance and support on the different issues that increase or decrease risk. **This role must be further acknowledged in national policy, EU policy and by partners.**

Read more about the role of child helplines in preventing (Online) Child Sexual Exploitation and Abuse on page 7.

FACILITATING SAFE DISCLOSURE

Child helplines provide a low-threshold, child-friendly, confidential and safe service for children to build trust in the system and eventually disclose sexual abuse and exploitation, making further action and support possible.

To ensure these key services continue and develop further, we strongly recommend that **governments and donor organisations ensure that national child helplines are fully resourced**, so that they can provide services through multiple methods of contact including chat, their personnel are trained in trauma-informed counselling and so that they can also maintain structures for supervision and support to ensure the wellbeing of the counsellors who handle these sensitive issues. Child helplines should be supported to operate fully in accordance with Core Quality Standards for Child Helplines, developed by Child Helpline International.

Read more about the role of child helplines in detection and victim support on pages 8 & 9.

STRENGTHENING OCSEA STRUCTURES

More resources and actions are required to **strengthen the role of child helplines in the detection of online child sexual exploitation and abuse**, including in emergency situations where the risk is further enhanced.

We strongly recommend that:

- Information about child helplines, how to contact them, and why a child should or might wish to contact a child helpline must be readily available on all online platforms used by children, such as social media and gaming platforms. These platforms should partner with child helplines to develop this information and easy clickable access points, and share knowledge that will contribute to better protection of children online.
- While most child helplines in Europe already provide some forms of chat-based and web-enabled services, this is not the case everywhere. Donor organisations, tech companies and national governments must provide child helplines with the necessary long-term resources to fully develop high-quality chat and text-based services using different platforms that are suitable to the relevant country context.

- A key part of strengthening protection for children in the OCSEA landscape is the establishment of legally enforceable barriers. The approval of the European Commission's Proposal for a Regulation of the European Parliament and of the Council Laying Down Rules to Prevent and Combat Child Sexual Abuse presents a key opportunity to accomplish this. Child Helpline International supports the approval of this proposal, but proposes further inclusion of child helplines and child participation in the response – read more here: <https://childhelplineinternational.org/preventing-and-combatting-child-sex-abuse-feedback-on-regulation-of-eu-parliament-council/>
- In contexts where knowledge on OCSEA is lower, governments and donor organisations must ensure that child helplines can access funding for their personnel to be fully trained in the use and risks of digital technologies, as well as data categorisation on OCSEA issues.

Read more about strengthening OCSEA structures on page 12.

BE BRAVE!

A special contribution by our partners in The Brave Movement

The Brave Movement is a survivor-centred global movement campaigning to end childhood sexual violence globally. The extent of childhood sexual violence is staggering. Across the globe, up to 1 in 3 girls and 1 in 5 boys experience sexual violence before their 18th birthday. The long-term harm caused by this trauma is largely concealed since sexual assault is still a taboo subject in many societies. Sexual violence against children and adolescents is the silent scourge of our time. It threatens the safety and protection of children and adolescents everywhere.

For many years, victims have been silenced, stigmatized and shamed, while perpetrators have been exempt from justice. We are changing this now: sexual violence against children must be recognized worldwide as an unacceptable, preventable and criminal act. There are clear solutions that would see children better protected, more justice achieved for survivors and better support for healing and trauma relief. Survivors of child sexual violence must be included in finding these solutions, bringing their expertise and lived experience into shaping improved policies, programmes and approaches.

Child helplines have a key role to play in ending childhood sexual violence. They are involved in the prevention, detection and victim support to protect children, promote justice for survivors and provide support for healing. The data that child helplines collect on the lived experiences of children and young people who are victims of childhood sexual violence contribute to amplifying the voices of survivors in policy-making and practice. Their referral networks can help make sure the child gets access to justice, and that this process is explained in an understandable and child-friendly way.

Together, we can — and must — Be Brave, so that children and adolescents can be safe. Child helplines are allies in this process.

Anna Macdonald,
Executive Director



PREVENTION, DETECTION AND VICTIM SUPPORT

Child helplines are essential stakeholders for prevention, early detection and child-friendly victim support services. In this section we will outline in what ways child helplines play these key roles, with the argument that this should be further recognised in EU and national policy, as well as by key partners.

PREVENTION

Child helplines are essential in the prevention of child sexual abuse, through their provision of child-friendly, accessible support, and guidance around the different issues that increase or decrease risk for child sexual abuse. This includes providing support and guidance around family dynamics and peer relationships, sexual education, mental health concerns, including loneliness, and on being a part of a minority community, for example LGBTQI+ young people, or children with a disability. Because they are present on the same platforms as children - including social media and messaging apps - child helplines can make it easy for children to seek help for their concerns as early as possible, therefore contributing towards the prevention of sexual abuse.

CASE STORIES

A 15-year-girl contacted a child helpline to talk about her relationship with her boyfriend. He wanted her to have sex with him, but she did not feel ready. The counsellor talked with her about what she wanted, and about her doubts and concerns. The counsellor also reassured her that only she could decide when, where and with whom she will have her first sexual experience, and discussed how important it was to communicate this to her partner. The girl decided that she would speak to her boyfriend about the situation.

A boy contacted a child helpline to ask how he could talk about his sexuality with his friends and family. Over the last few years, he had noticed he had an attraction to other males, but he was very scared to talk about his feelings with anyone, for fear of not being accepted for who he was. The boy and the counsellor discussed who the boy would be most comfortable talking about his feelings with, and he decided upon one of his good friends. Together, the boy and the counsellor came up with a plan on how to have that discussion. Finally, the boy received information about local LGBTQI+ services if he wanted more information or support.

A 13-year-old girl contacted a child helpline to ask for advice on what to do about her boyfriend, who was pressuring her to engage in sexting. The counsellor and the girl discussed privacy, self-esteem and the importance of not giving in when pressured, as well as providing her with emotional support.

CASE STORIES

A young person contacted a child helpline to talk about his fear of seeing his uncle again. He told the counsellor that he had stayed with his uncle for a while, and during this time the uncle had abused him, sexually and emotionally. The young person now lived back at home but was due to visit his uncle the following weekend. The counsellor validated the young person's feelings, expressed their concerns about the situation and explained the young person's rights to him. The young person provided details so that he could be identified, and a referral to social services was done by the child helpline counselling supervisors.

A 14-year-old boy contacted a child helpline via chat to ask for advice. Some time ago he met a new girlfriend through a social media platform. She had not wanted to meet him in person, but they had been speaking with each other online every day. Their contact had been flirtatious and increasingly sexual, and after a month she sent him a nude photo of herself, asking for one of him in return. Although he had found this exciting, he had been reluctant to do so, but eventually sent her a nude photo. Immediately, the conversation changed: she now told him that her mother was seriously ill and needed €600 for medical treatment. When he said he was unable to help, she threatened to post his photo on his social media account. The boy had searched the internet to find information on what he could do, and found information about the child helpline. He was happy to learn that it also provided anonymous services via chat. The child helpline counsellor reassured him that he'd done the right thing by asking for help, and that he should never pay in these situations. The counsellor advised him to immediately block her on social media to prevent her contacting him again, and to report her on the platform. The counsellor also advised him to report the situation to the police. They discussed whether there was an adult he trusted who could accompany him to the police, and they identified the boy's sister as being the right person to provide this support.

DETECTION

Child helplines are a key stakeholder in detecting cases of child sexual abuse due to their accessibility, confidentiality and expertise in child counselling. Child sexual abuse is notoriously underreported⁴, and the removal of barriers for children to access support is essential to address this. Child helplines are often the first contact a child has with national child protection systems, and they help the child to build trust and confidence to engage with further support.

In more detail:

- **Accessibility**: child helplines are low-threshold, freely and directly accessible for children. Child helplines also provide services through several different voice-based, text-based – and in some cases sign-based – methods of communication, including phone, text, chat, social media and sign language.
- **Confidentiality** – child helplines are confidential and make it clear to children if, when and how confidentiality needs to be broken in order to protect the child from serious harm. This promotes a sense of control and trust, which helps children feel comfortable disclosing at their own pace, while ensuring the safety of the child at the same time.
- **Child counselling expertise** – child helplines are experts in providing counselling for children, including supporting the process of disclosure.

VICTIM SUPPORT

Child helplines are also essential in the support of victims and survivors because of their expertise in child-friendly counselling, in child participation and their extensive professional referral network.

In more detail:

- **Child counselling expertise** – child helplines are experts in providing counselling for children to provide immediate, trauma-informed support.
- **Child participation** – child helplines have expertise in explaining child protection processes in a way that the child can understand, as well as involving the child in finding solutions to their situation. This helps facilitate the predictability of the process and promotes a sense of control for the child.
- **Referral services** – child helplines have extensive, effective referral networks with local authorities, law enforcement and other organisation to ensure the child receives the longer-term intervention they require.

Furthermore, child helplines are identified in the European Commission's impact assessment report⁵ as victim support practitioners who are the first line of contact for victims and perpetrators of child sexual abuse, and are listed under Victim Support and Empowerment in *Preventing and Tackling Child Sexual Exploitation and Abuse (CSEA): A Model National Response (WeProtect)* as being central to victim reporting and support, as well as referrals to services for ongoing assistance⁶.

CASE STORIES

A girl called a child helpline to talk about an argument she had with a staff member who worked at the residential care home where she lives with a sibling. The girl, who was very upset and crying, went on to provide more information about something that had occurred a few months earlier, with a male staff member. This staff member came into her room at night to check on her, since she had not been feeling well. He felt her head, but then touched her chest, the area around the genitals and held her hips. The girl recalled how she had felt terrified, trapped and uncomfortable, and did not understand what was going on. The morning after, she told a new staff member who came on shift what had happened and they advised her to not say anything, saying that the issue would be resolved internally.

The girl trusted the child helpline counsellor and provided the necessary information to report what had happened to the police, who promptly intervened.

A 16-year-old called a child helpline expressing strong anxiety and suicidal thoughts. When the counsellor explored these emotions and thoughts, the young person disclosed that they had been sexually assaulted by an adult living in the same residence. A police report had been filed and was under investigation, but the young person remained in the home, living with the perpetrator during this process. This was inducing strong anxiety and causing the young person to have suicidal thoughts. A friend of the family was taking the young person to an emergency room that evening so that she could obtain some mental health support. The counsellor provided space for the young person to be heard and receive care and sympathy. Together, they discussed different housing options, as well as the young person's rights. The young person was supported in making decisions that promoted their own wellbeing.

4. <https://www.end-violence.org/disrupting-harm#findings> 06-04-2023

5. European Commission Impact Assessment Report Accompanying the document Proposal for a Regulation of the European Parliament and of the Council laying down rules to prevent and combat child sexual abuse (2022)
6. WeProtect Global Alliance: Framing the future: How the Model National Response framework is supporting national efforts to end child sexual exploitation and abuse online.

(ONLINE) CHILD SEXUAL EXPLOITATION & ABUSE IN EUROPE: DATA 2019-2021

In addition to prevention, detection and victim support, child helplines play a key role in providing **data to develop relevant policy and practice**. Furthermore, the data collected by child helplines is not only highly relevant in developing policy and practice, it also contributes to the **accurate monitoring and impact assessment** of initiatives to address (Online) Child Sexual Exploitation and Abuse at the local, regional and global levels.

On average, child helplines in Europe have around 1.2 million counselling contacts every year – counselling contacts are when a child helpline is able to provide psychosocial support to a child or young person, whether over the phone, or via webchat, SMS or some other form of communication. For each of these counselling contacts, child helplines collect data on the callers' socio-demographics (such as age or gender), the reason for them making contact, whether any actions have been taken, and any other relevant information. Over the last three years, around a fifth of the counselling contacts received that related specifically to violence have concerned different forms of sexual violence. This is approximately 100,000 contacts over the three-year period.

To learn more about why children contact child helplines, please consult our data reports: <https://childhelplineinternational.org/resources/data-reports>

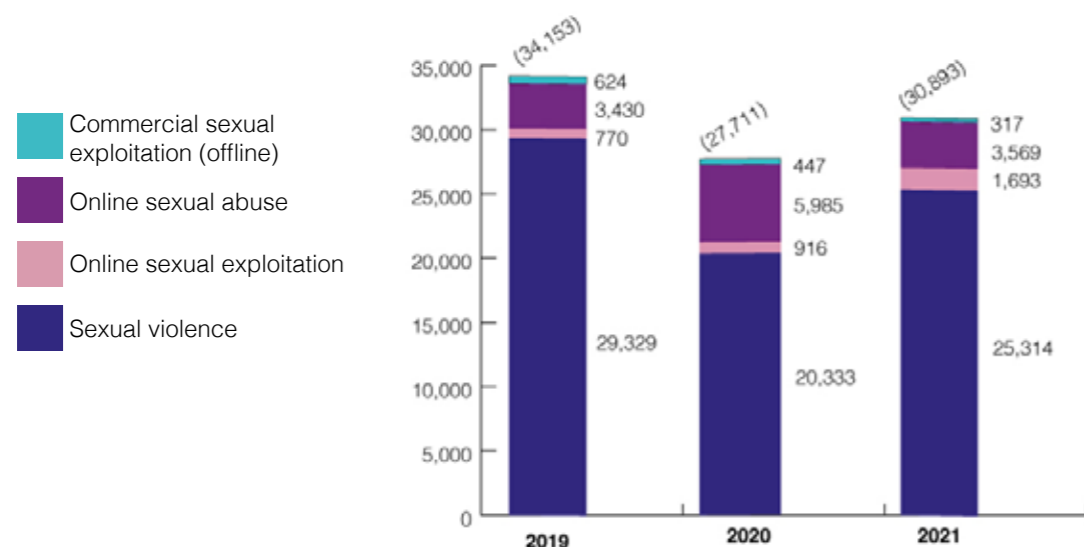
METHODOLOGY

Every year we ask our child helpline members to submit data about the contacts they received from children and young people in the previous year. They do so by filling in online annual surveys (using Qualtrics), which are available in English, French and Spanish (and Arabic for 2021).

This Position Paper presents data from our child helpline members located in Europe covering the years 2019, 2020 and 2021. We focus on violence-related contacts, and specifically on those related to sexual violence.

OVERALL NUMBER OF (ONLINE) CHILD SEXUAL EXPLOITATION AND ABUSE CONTACTS

The violence category includes 13 sub-categories, out of which 4 relate to online or offline sexual exploitation and abuse: Commercial sexual exploitation (offline); Online sexual abuse; Online sexual exploitation; and Sexual violence. The table below presents the absolute number of these contacts received by child helplines in Europe from 2019 to 2021 by sub-category.

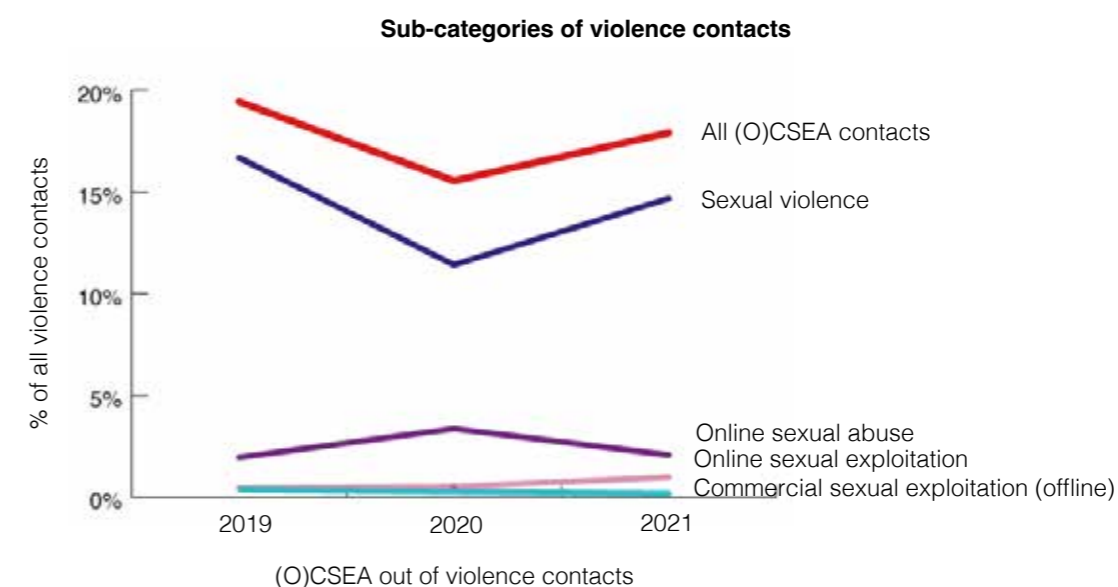


To understand these numbers, it is important to place them in the context of the overall number of violence contacts received, which we do in the following section.

(ONLINE) CHILD SEXUAL EXPLOITATION AND ABUSE OUT OF ALL VIOLENCE CONTACTS RECEIVED

For this analysis, we compare the number of contacts related to (Online) Child Sexual Exploitation and Abuse with the overall number of violence contacts (all 13 sub-categories together) received throughout 2019-2021. When looking at overall proportion of (Online) Child Sexual Exploitation and Abuse contacts in relation to all violence contacts, the data shows that they represent about a fifth of all violence contacts received by child helplines in Europe. This proportion slightly decreased in 2020 but increased again in 2021, almost reaching the pre-pandemic levels of 2019. This trend appears to be largely due to the sub-category of Sexual violence (offline), as trends in the sub-categories of online sexual abuse and exploitation remained stable at rather low levels over time.

Looking specifically at the (Online) Child Sexual Abuse and Exploitation sub-categories, we note that the sub-category where child helplines received the highest number of contacts was Sexual violence. This sub-category does not involve any element of the internet or online environment but happens strictly "offline". The sub-categories that do contain an online element, online sexual abuse and online sexual exploitation, represent about 2-4% of all violence contacts (or $n=16,963$).



	(ONLINE) CHILD SEXUAL EXPLOITATION & ABUSE CONTACTS BY GENDER		
	2019	2020	2021
Boy	9,054	6,762	8,181
Girl	23,241	19,434	19,372
Non-binary	73	79	238
Unknown	1,785	1,436	3,102
All	34,153	27,711	30,893

GENDER

The adjacent graph presents the overall number of (Online) Child Sexual Exploitation and Abuse-related contacts, disaggregated by gender. A clear trend shows that the majority of contacts about (Online) Child Sexual Exploitation and Abuse are made by girls. This trend remained stable over time from 2019 to 2021.

ONLINE CHILD SEXUAL EXPLOITATION & ABUSE AND CHILD HELPLINES

Child helplines are key to the prevention and protection of children against online child sexual abuse and exploitation (OCSEA). Many of our child helpline members in Europe are also part of the [Insafe network](#) of child helplines, with specific expertise in supporting children on issue with an online dimension, including OCSEA. Child helplines are also listed as a key element of victim response of any national model response to address OCSEA, as defined by the WeProtect Global Alliance.

Examples of contacts made to child helplines include:

- A girl who contacted a child helpline because she had become the victim of sextortion. She had texted with an adult social media user about fitness and abs and sent a photo of her belly. The perpetrator was now using the photo to blackmail her into sending more photos, this time with sexual content. The girl asked the counsellor what she should do.
- The mother of a 12-year-old girl who contacted a child helpline to ask for advice, as an adult man was asking her daughter to send naked photos to him.
- A child who called a child helpline was using an app to sell photos and videos of themselves, together with a friend, and now this friend was pressuring the child to do “weird” things so that they could earn more money.
- A 17-year-old boy who called a child helpline because he had become the victim of sextortion. He had shared sensitive content with somebody who was now extorting him for money. He had already paid them money to stop them releasing video footage, and wondered what he should do now, and what the process of reporting the incident to the police would look like.
- A girl who called a child helpline about a man harassing her online by sending her sexual videos and photos of his genitals. She was now frightened about leaving her house, as she felt that somebody was following her.

“ Child helplines can and should provide (practical) information about actions that can be taken for children who are victims of OCSEA, especially when they suffer from distress. From a diversity and inclusion point of view, I would say child helplines are extra important for children who live in taboo-cultures, where victim blaming is often high prevalent. These children may be more likely to seek help via the internet, if they have open access to it, than talk to people close to them when something happens online. The helpline is often the first moment of disclosure. Helplines can then play an important first role in reducing feelings of shame and guilt. It is important that helplines use a religious and culturally sensitive and a context specific approach, and listen without judgment. Furthermore, it’s important that contact can be sought anonymously, and that the services are free – I would say a chat function works best. Helpline websites must also be digitally accessible, both in terms of technology and content. Providing understandable and accessible content can have a preventive effect, as long as it reaches every child. ”

– Child Helpline Counsellor

LOW NUMBER OF CONTACTS

Child helplines have an important role in explaining to children and concerned adults what they can do, how reporting to platforms and law enforcement works, and providing psycho-social support and intervention. However, according to our data, only a small number of the contacts with child helplines that relate to sexual abuse and exploitation represent online child sexual exploitation and abuse (OCSEA); about 2-4% of all violence contacts or n=16 963, throughout 2019-2021. This is not an accurate representation of prevalence in society, where it is estimated that 1-20% of children are subjected to online child sexual exploitation and abuse⁷. The potential reasons behind this could be that (1) children may be less likely to reach out to child helplines on issues related to OCSEA for different reasons; or (2) A data categorisation issue, in the sense that OCSEA contacts are categorised as other forms of violence or online issues that they often co-occur with and, when pressed with a choice, counsellors are likely to prioritise the offline, rather than online, aspect of a situation concerning violence situation.

ADDRESSING BARRIERS

Both these issues need to be addressed to make it easier for children to report and access support on issues related to OCSEA, and that OCSEA issues are accurately represented in child helpline data to improve policy and practice. To better understand this, we are currently conducting research on the barriers to reporting OCSEA to child helplines. While this study is being conducted, solutions that may be proposed to address this issue include increased collaboration between child helplines and online platforms used by children, additional data management training for child helplines, training on the use and risks of digital technologies for child helpline counsellors, and advocacy to ensure sufficient funding child helplines to develop this expertise.

To learn more about this research, email data@childhelplineinternational.org

ONLINE CHILD SEXUAL ABUSE IN THE CONTEXT OF WAR – ROLE OF CHILD HELPLINES

Children in emergencies, such as those affected by conflict, are at higher risk of being victimised due to increased exposure to known risk factors of OCSEA. The recent invasion of Ukraine has highlighted again how war separates children from their guardians and social safety nets. It has demonstrated how new concerns, such as employment, visa status and need for accommodation for Ukrainian parents fleeing the war has decreased their ability to provide suitable supervision for their children in the online environment. Simultaneously, their mobile phones have become more important than ever for children affected by conflict – both as a source of information, as a means to stay connected to friends and family and as a means of engaging in leisure activities. Perpetrators are aware of this and take advantage of these vulnerabilities. It is essential that all professionals who are in contact with children are also aware of this heightened vulnerability. To this effect, Child Helpline International have recently conducted [seven national workshops](#) with child helplines and key partners from Ukraine and six neighbouring countries, where OCSEA was highlighted in the context of risk for wartime child trafficking and GBV crimes. Participating organisations in all seven countries reported noticing cases of OCSEA relating to the war in Ukraine.

CHILD SEXUAL ABUSE MATERIAL: THE IMPORTANT COLLABORATION BETWEEN HOTLINES AND HELPLINES

The INHOPE hotlines are a public reporting mechanism that focuses on the assessment, classification and removal of Child Sexual Abuse Material or other illegal content. Hotlines “enable the public to anonymously report online material they suspect may be illegal. A hotline analyst will investigate the report and if confirmed illegal, they act to have the content removed from the internet as rapidly as possible”⁸. Insafe helplines and INHOPE hotlines work together to share best practices and insights to improve processes and improve child protection structures, but they are two different services with different aims and characteristics.

7. <https://www.end-violence.org/disrupting-harm#findings> 06-04-2023

8. <https://inhope.org/EN/articles/what-is-a-hotline>

OUR CHILD HELPLINE MEMBERS IN EUROPE



Albania
ALO 116
☎116 111
<http://www.alo116.al>

Armenia
FAR Child Protection Hotline & Helpline
☎0800 61 111
<http://www.farusa.org>

Austria
Rat Auf Draht
☎147
<http://www.rataufdraht.at>

Azerbaijan
Azerbaijan Child Helpline
☎99 412 4802280 / 99 450 6802280
<http://www.childhelpline.az>

Belgium
Jongerenlijn AWEL
☎102
<http://www.awel.be>

Bosnia & Herzegovina
Plavi Telefon
☎0800 50305
<http://www.plavitelefon.ba>

Bulgaria
National Telephone Line for Children
☎116 111
<https://sacp.government.bg/>

Croatia
Hrabritelefon
☎0800 0800 / 116 111
<http://www.hrabritelefon.hr>

Cyprus
Call 116 111 Cyprus
☎116 111
<http://www.call116.111.com>

Czechia
Linka Bezpečí
☎116 111
<http://www.linkabezpeci.cz>

Denmark
BørneTelefonen
☎116 111
<http://www.bornsvilkar.dk/det-goer-vi-boernetelefonen/>

Estonia
Lapsemure
<http://www.lapsemure.ee>

Finland
Lasten ja Nuorten Puhelin ja Netti
☎116 111
<http://www.nuortennetti.fi>

France
Allô Enfance en Danger
☎119
<http://www.all119.gouv.fr>

Germany
Kinder- und Jugendtelefon
☎116 111
<http://www.nummergegenkummer.de/kinder-und-jugendtelefon.html>

Greece
The Smile of the Child
☎116 111
<http://www.hamogelo.gr>

Greece
Together for Children
☎11525
<http://www.mazigiatopaidi.gr>

Hungary
Lelkiségy-vonal
☎116 111
<http://www.kek-vonal.hu>

Iceland
Red Cross Helpline - Hjálparsíminn 1717
☎1717
<https://www.raudikrossinn.is>

Ireland
ISPCC Childline
☎116 111
<http://www.childline.ie>

Israel
ERAN
☎1201
<http://en.eran.org.il>

Italy
Natal Helpline
☎1800 363 363
<https://www.natal.org.il>

Italy
Hello Telefono Azzurro
☎19696
<http://www.azzurro.it>

Latvia
Uzticibas Talrunis
☎116 111
<http://www.bti.gov.lv>

Liechtenstein
Pro Juventute
☎147
<http://www.147.ch>

Lithuania
Vaiku Linija
☎116 111
<http://www.vaikuliniija.lt>

Luxembourg
MLL Nuortennetti
☎116 111
<http://www.nuortennetti.fi>

Malta
Kellimni.com
<http://www.kellimni.com>

Moldova
Support Line 179
☎116 111
<https://fsws.gov.mt/en/appogg/Pages/support-line-179.aspx>

Moldova
Telefon Copilului
☎116 111
<http://www.telefoncopilului.md>

Netherlands
De Kindertelefoon
☎116 111
<http://kindertelefoon.nl>

Netherlands
Helpwanted.nl
☎31 20 261 5275
<http://helpwanted.nl>

North Macedonia
Alo Bushavko
☎+38970390632
<http://www.childrensembassy.org.mk>

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

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

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

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

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

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

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

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

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

Sweden
BRIS
☎116 111
<http://www.bris.se>

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

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

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

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

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

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

United Kingdom
HopelineUK
☎0800 068 4141
<https://www.papyrus-uk.org/hopelineuk/>



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

Child Helpline International is a collective impact organisation with 158 members in 135 countries and territories around the world (as at April 2023).

We coordinate information, viewpoints, knowledge and data from our child helpline members, partners and external sources. This exceptional resource is used to help and support child protection systems globally, regionally and nationally, and to help our members advocate for the rights of children and amplify their voices.

Child Helpline International

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