

 **Child
Helpline
International**



Voices of Children & Young People Around the World

Global Child Helpline Data from 2022



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THE IMPORTANCE OF CHILD HELPLINE DATA

Child helplines have a unique insight into the gap between policy and reality, making them a key actor in advocating for children's rights. They support millions of children every year. They respond to issues ranging from serious children's rights violations, to children who just want someone to chat to on the way home from school. What brings child helplines together is the provision of an easily accessible, confidential system that allows children themselves to tell a counsellor what is going on in their lives. Child helplines also have an insight into the direct experiences of children and young people on a larger scale than any other organisations. Therefore, **the value of child helplines' data on contacts cannot be overstated in informing and guiding policy, learning and practice.**

In order to understand the issues faced by the children and young people who get in touch with child helplines, we survey our members around the world every year to gather information about the contacts they receive. We are grateful to all of our members who have submitted their 2022 data to Child Helpline International, allowing the present report to exist.

Contents

Key takeaways	4
Foreword: Dr. Najat Maalla M'jid	8
Foreword: Sheema Sen Gupta	10
Key Recommendations	12
Global Overview	16
Focus on Regions	20
Africa	20
Voices from Africa	22
Americas & The Caribbean	24
Voices from the Americas & The Caribbean	26
Asia-Pacific	28
Voices from Asia-Pacific	30
Europe	32
Voices from Europe	34
Middle East & North Africa	38
Voices from the Middle East & North Africa	40
Focus on Reasons for Contact	42
Mental Health	42
Voices: Mental health	44
Violence	48
Voices: Violence	50
Access to services	52
Our Child Helpline Members	54



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Key takeaways

Data based on 85 child helplines across 5 regions, unless otherwise specified. Explore the data in more detail in the accompanying Technical Report.

In 2022 our child helpline members received

12,637,633 contacts

3,765,975 counselling contacts

(29.8%)

This report provides an overview of over 3.75 million counselling contacts made to child helplines around the world.

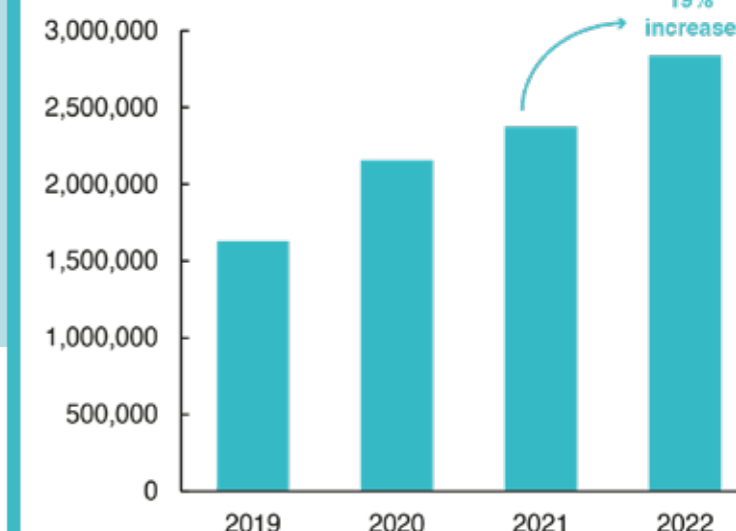
This is equivalent to 430 contacts every hour of every day.

Counselling contacts are situations in which a child helpline was able to provide assistance to the caller.

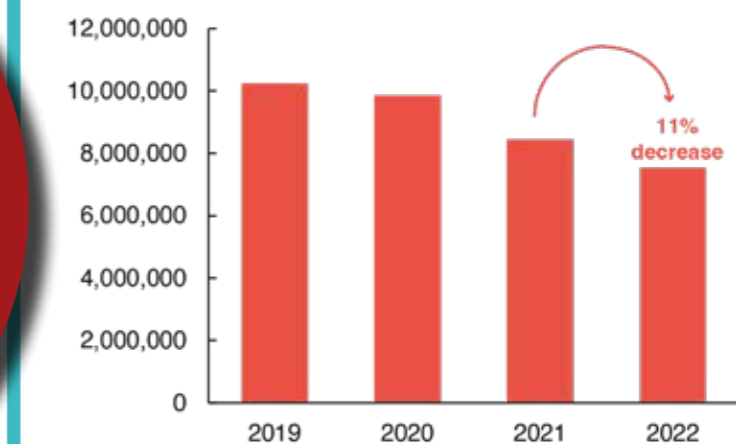
Non-counselling contacts include (but are not limited to) silent calls, abusive calls, test calls, missed calls and information requests.

8,871,658 non-counselling contacts
(70.2%)

Counselling contacts, 54 child helplines, 2019-2022



Non-counselling contacts, 44 child helplines, 2019-2022



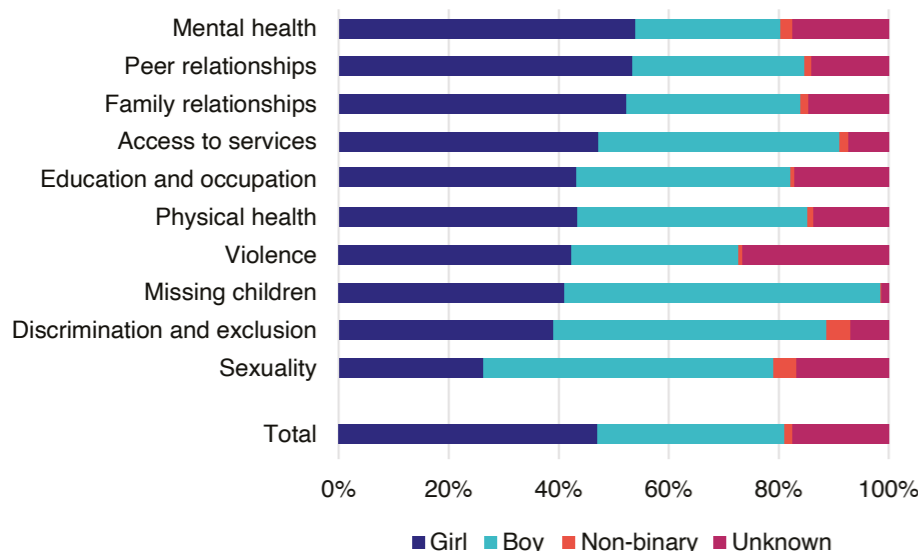
CHANGE IN THE AMOUNTS OF COUNSELLING CONTACTS

We observe a steady and substantial increase in **counselling contacts** over the years, with a 19.4% increase from 2021 to 2022, and a **total increase of 74% across the entire 4-year period** (2019 to 2022).

In contrast, **non-counselling contacts** **dropped considerably** over the past 4 years – from over 10 million in 2019 to about 7.5 million in 2023.

GENDER DIFFERENCES IN CONTACTS

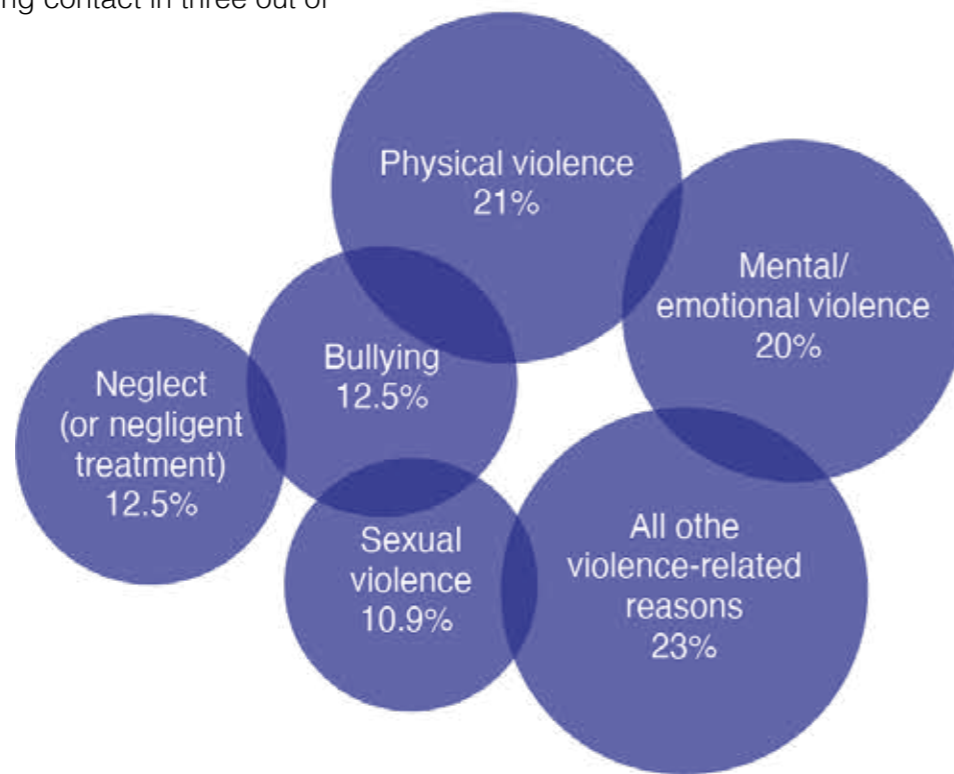
For nearly all reasons of contact, girls contacted child helplines more often than other modalities of gender. This is especially true for contacts relating to **mental health** concerns, for which girls contacted twice as often as boys, and **family and peer relationships**, where girls constitute a significant majority. Two notable exceptions are **missing children** and **sexuality**, where the contacts were made by boys far more often.



Key takeaways

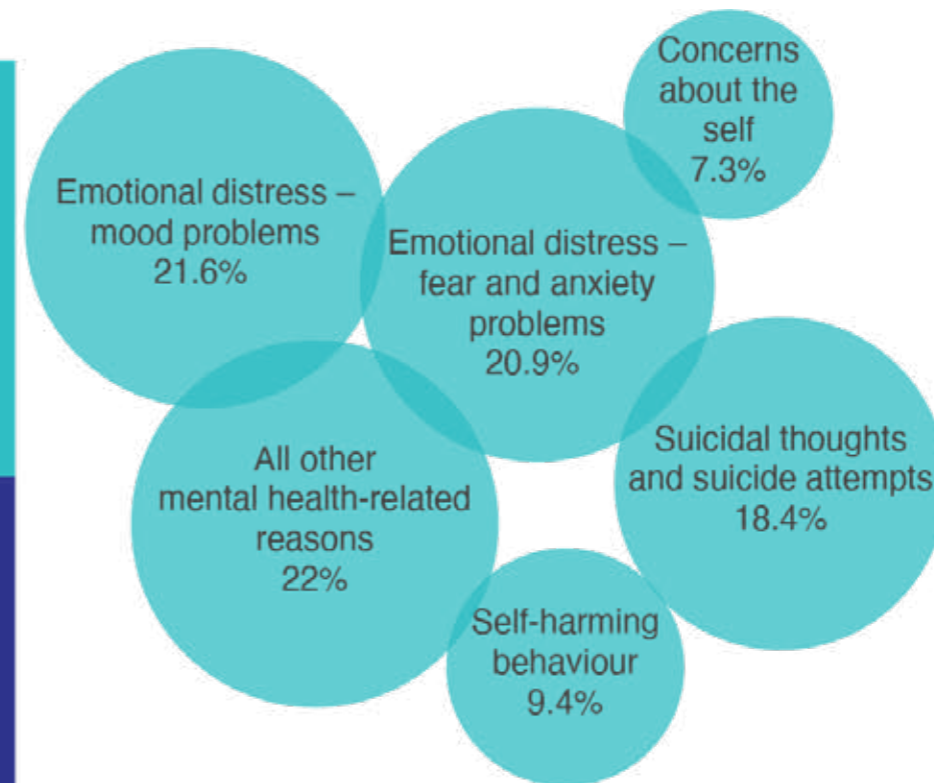
MOST COMMON REASONS WHY CHILDREN & YOUNG PEOPLE CONTACTED CHILD HELPLINES IN 2022

Mental health and **violence** were the two most common reasons for contact reported by child helplines globally. Over half of the contacts received are related to one of these two topics. **Access to services** was one of the three most common reasons for making contact in three out of five regions.



WHAT VIOLENCE CONCERNS DID CHILDREN AND YOUNG PEOPLE WANT TO DISCUSS?

Physical violence and **mental/emotional violence** were the main violence-related reasons for contacting child helplines in 2022 accounting for almost one in every three violence-related contacts. **Neglect**, **bullying** and **sexual violence** followed. Together, these five sub-categories accounted for three-quarters of all violence-related contacts.



WHAT MENTAL HEALTH CONCERNS DID CHILDREN AND YOUNG PEOPLE WANT TO DISCUSS?

Emotional distress was the most common mental health-related reason for contacting child helplines in 2022, whether related to **mood problems** or **fear and anxiety problems**, and accounted for around two in every five mental health-related contacts. Almost as frequent as either of the two different types of emotional distress concerns were contacts related to **suicidal thoughts and suicide attempts**.



Dr. Najat Maalla M'jid Special Representative of the Secretary-General on Violence Against Children

<https://violenceagainstchildren.un.org>

Investing in child protection and wellbeing is needed more than ever. As outlined in this report, child helplines are experiencing an increase in counselling contacts every year, with an increase of almost 20% in 2022, and a total increase of 74% between 2019 and 2022. Violence and mental health continue to be the most common reasons for contact reported by child helplines globally. As the pandemic of violence against children continues unabated worldwide, this finding sadly comes as no surprise.

Child helplines continue to be a vital service for children everywhere. They also continue to make significant strides in making themselves more and more accessible, empowering children by providing an indispensable channel to access safety and protection.

As the world works towards expanding meaningful connectivity, child helplines have the challenge and opportunity of adapting to the evolving ways in which children contact their services. **More investment** needs to be made to support child helplines in adapting to digital channels of communication. **More commitment** is needed from different actors, including policymakers and the private sector. Tech platforms have a particular responsibility to support children who connect with child helplines, as we are also seeing how children use multiple digital platforms, such as social media, gaming platforms and AI-driven systems, to look for help.



© Raphael Pouget, UNICEF Ethiopia

To this end, in close collaboration with Child Helpline International, the International Telecommunications Union, and close to 30 partners – from civil society organizations and UN agencies to tech companies and academia – we launched **PoP – Protection through Online Participation**. This initiative aims to better understand how children from over 100 countries are using the Internet to access safety, help and support, when experiencing, or at risk of experiencing different forms of harm, whether in person or online. PoP will also provide recommendations on how to improve safe and inclusive access to online services, **leaving no child behind**.

I look forward to continuing my Office's close collaboration with Child Helpline International as it continues its crucial work to empower, inform, provide counseling, and protect children worldwide.



Sheema Sen Gupta Director, Child Protection

<https://www.unicef.org/>

I am pleased to congratulate Child Helpline International on its 20th Anniversary! Its growth has been tremendous – from 49 founding members in 2003, to some 155 members from 133 countries and territories around the world today. As a review of 2022 data tells us, member child helplines are now fielding around 13 million calls a year. This growth is testament to the valuable role that child helplines can play when children are in distress. It also reflects increasing recognition of the important function that child helplines serve in national child protection systems.

UNICEF is proud to have strategically partnered with Child Helpline International in many initiatives over the years. Last year, in East and Central Europe, UNICEF and Child Helpline International partnered to help expand services to provide mental health support to children and young people affected by the war in Ukraine. In Eastern and Southern Africa, we have partnered to strengthen data collection and analysis of contacts

received by 17 national child helplines. And in Tunisia, we have partnered to scale up the 1809 child helpline that was established as a response to Covid-19. These are just some examples of ongoing fruitful relationships at the national level between UNICEF country offices and child helplines.

The data generated through child helplines has informed UNICEF programmes. It has, for instance, shed light on the access, utilization and demand for violence prevention and response services, and has been used to explore patterns in identifying and reporting violence over time. It has helped to assess service capacity, resource allocation and service costs. Following the recent adoption of the International Classification of Violence against Children by the UN Statistical Commission, we need to work towards increasing data comparability, especially in light of the efforts to meet the SDGs and the 2030 targets related to goal 16.2



A counsellor responds to a call at the National Child Helpline in Kireka (National Child Helpline Centre, SAUTI 116, in Kireka, Uganda)
© UNICEF/UNI401839/Abdul.

Child helplines have an insight into the direct experiences of children on a larger scale than an organization like UNICEF could have on its own. They are in a unique position to reveal the gap between policy and reality, making them a key actor in advocating for children's rights. In 2022, as in previous years, violence and mental health have been the main reasons for contact with child helplines. In reviewing the data, however, we were struck by the gender difference in contacts. For nearly all reasons of contact, girls contacted child helplines more often than boys. Understanding the reasons for this gender differentiation should be a priority, in view of designing services that address the needs of both girls and boys.

We are keen to reinforce the role of child helplines in response to online child sexual exploitation and abuse. Data and other sources indicate an under-reporting to child helplines. Therefore, we must all commit to raising awareness of the role child helplines play as victim response and reporting mechanisms.

UNICEF remains committed to a vision where every child has free and unrestricted access to quality child helpline services. Efforts should be made at all levels to ensure that child helpline data and youth participation are used to inform relevant policy and decision. Public and private investments need to be stepped up to ensure the sustainability of helpline services over time. UNICEF will continue its collaboration with Child Helpline International and other partners in view of ending all violence against children and young people.



Sheema Sen Gupta
Director, Child Protection

Key recommendations

#1 **Every child and young person should have free and unrestricted access to child helpline services**

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

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

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

#2 **Quality and sustainability of child helplines are crucial to ensuring children's rights**

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

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

Child Helpline International has developed a robust Quality Assurance Framework for child helplines. Governments and other actors should support child helplines to implement the quality standards, and to monitor and evaluate the broader social service scene available to children and young people as a wider support network. Special support and measures such as trainings are required, so that child helplines worldwide can deal with the large number of these cases appropriately.

#3 **Child helpline data and youth participation should inform policy and decision-making that affects children and young people's lives**

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

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

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

#4 **Structured partnerships are needed to eradicate violence against all children and young people**

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

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

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

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

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



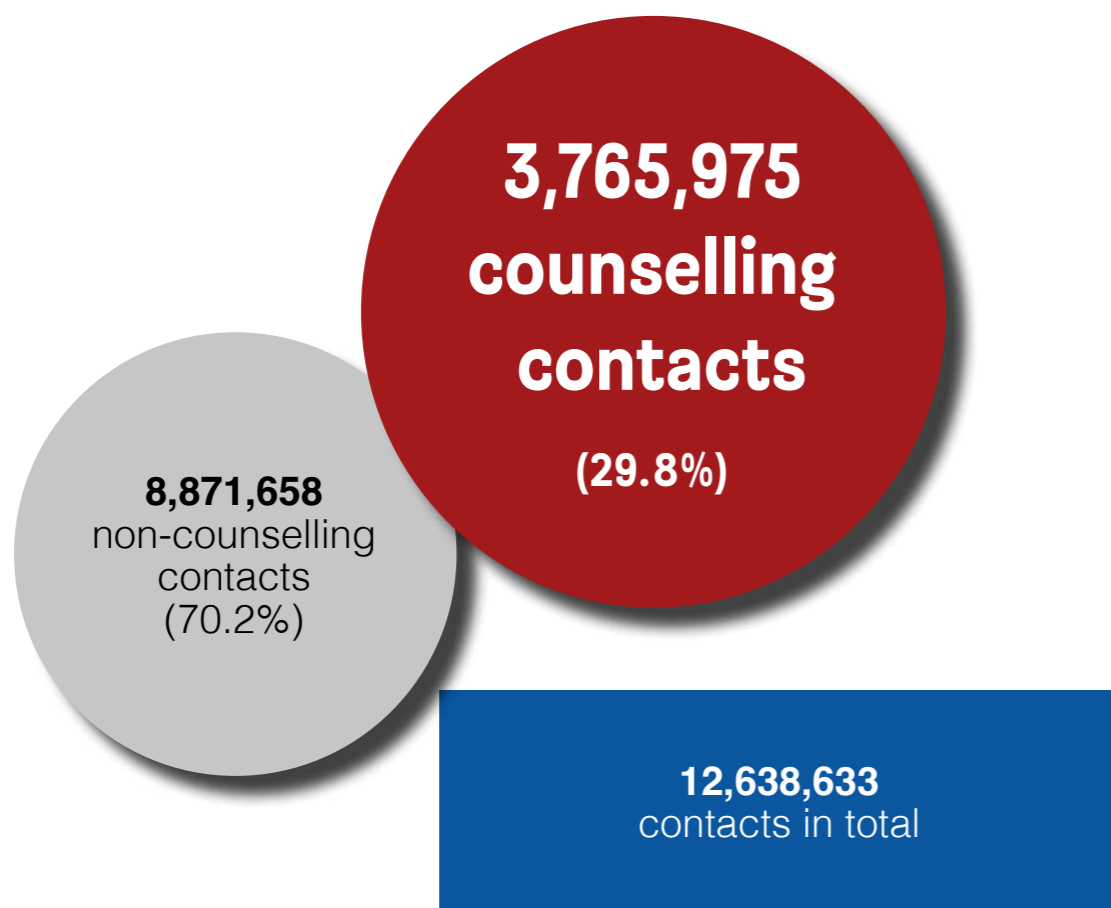
Global overview

As a whole, the 85 members of the Child Helpline International network who submitted their data received **12,637,633** contacts in 2022. **3,765,975** of these were counselling contacts.

Of these members, 80 also submitted their data in the previous year. We find a 26% increase in counselling contacts in those 80 child helplines from 2021 to 2022.

Additionally, 54 members have consistently submitted data for the past 4 years (2019 through 2022), allowing us to compare the number of contacts over the years. We are observing a steady and substantial increase in counselling contacts, with a 19.4% increase from 2021 to 2022 and a total increase of 74% across the entire 4-year time period (2019 to 2022). For reference, the global population of children and young people under the age of 25 has increased by roughly 6% during this time¹.

By contrast, non-counselling contacts have dropped considerably over the past 4 years (n=44) – from over 10 million in 2019 to about 7.5 million in 2023, an overall -26.5% decline, and -10.8% compared with 2021 alone.

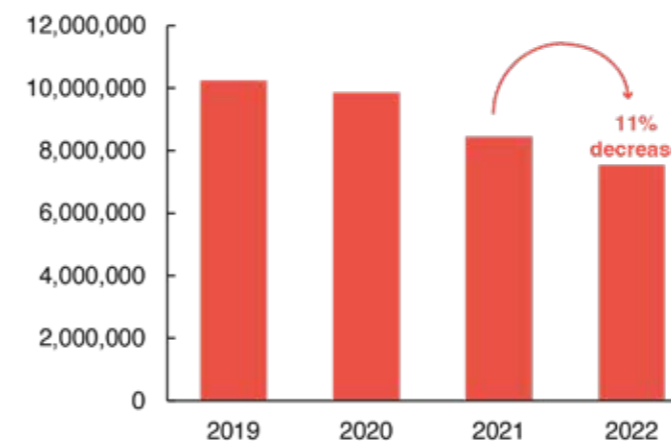


Disclaimer

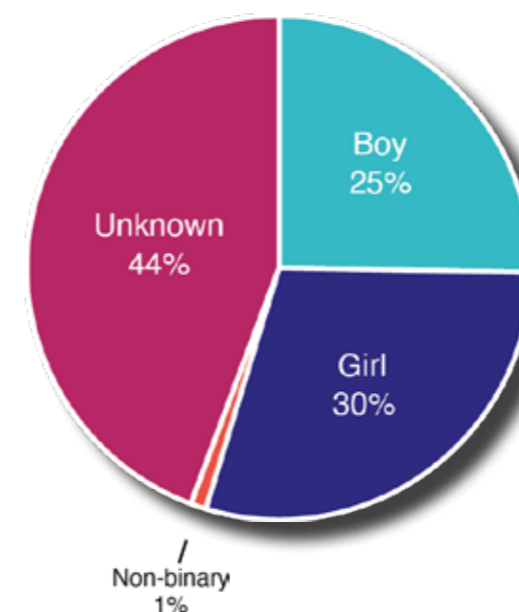
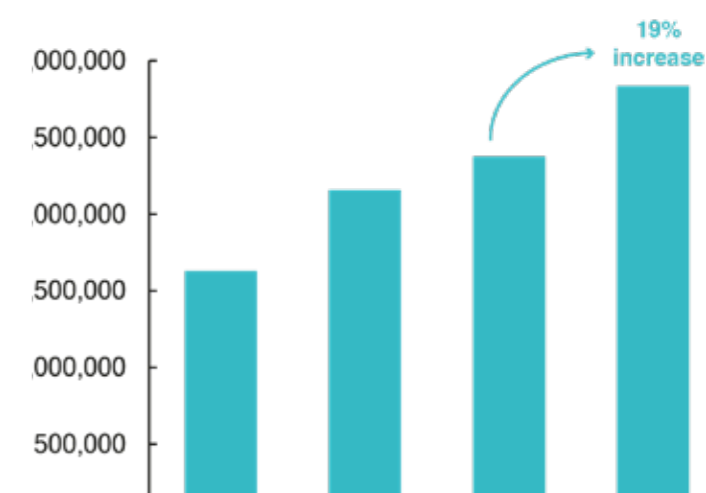
Data presented and statements made do not capture the full scope of practices and policies of all countries and cases handled by child helplines and other child protection organisations at the national level. The exact data can be requested from Child Helpline International.

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 anonymized.

Counselling contacts, 54 child helplines, 2019-2022



Non-counselling contacts, 44 child helplines, 2019-2022



GENDER

29.4% of counselling contacts were made by girls and 25.3% by boys. The gender of 44.3% of counselling contacts was unknown. Only 1% of counselling contacts were identified as being made by a non-binary child or young person. Unfortunately, this modality of gender is not yet widely reported by members of our network.

1. <https://ourworldindata.org/grapher/population-by-age-group-with-projections?time=2019..2022>

Global overview

REASONS FOR CONTACT

We obtained data from 85 child helplines mapped at a categorical level as outlined by our Data Framework.

Most common reasons

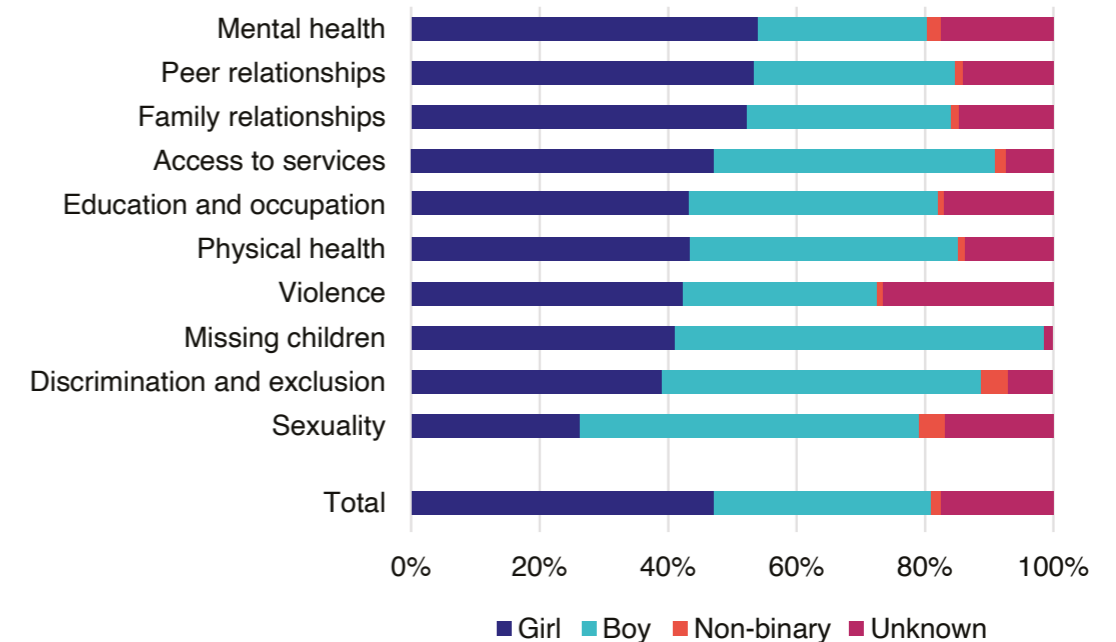
Mental health (26.6%) and **violence** (25.9%) were the two most common reasons for contact reported by the child helplines globally. Over half (52.5%) of the contacts received by the child helplines are related to one of these two topics, both of which are identified as focal areas for Child Helpline International. See pages 40-41 and 44-45 for more specific information on these two reasons for contacting child helplines.

Importantly, both of these reasons appear consistently in the most common reasons in each of the five regions in which we have divided our network (see pages 18-39 for specific information on each of the regions). **Access to services** was also one of the three most common reasons in three of these regions.



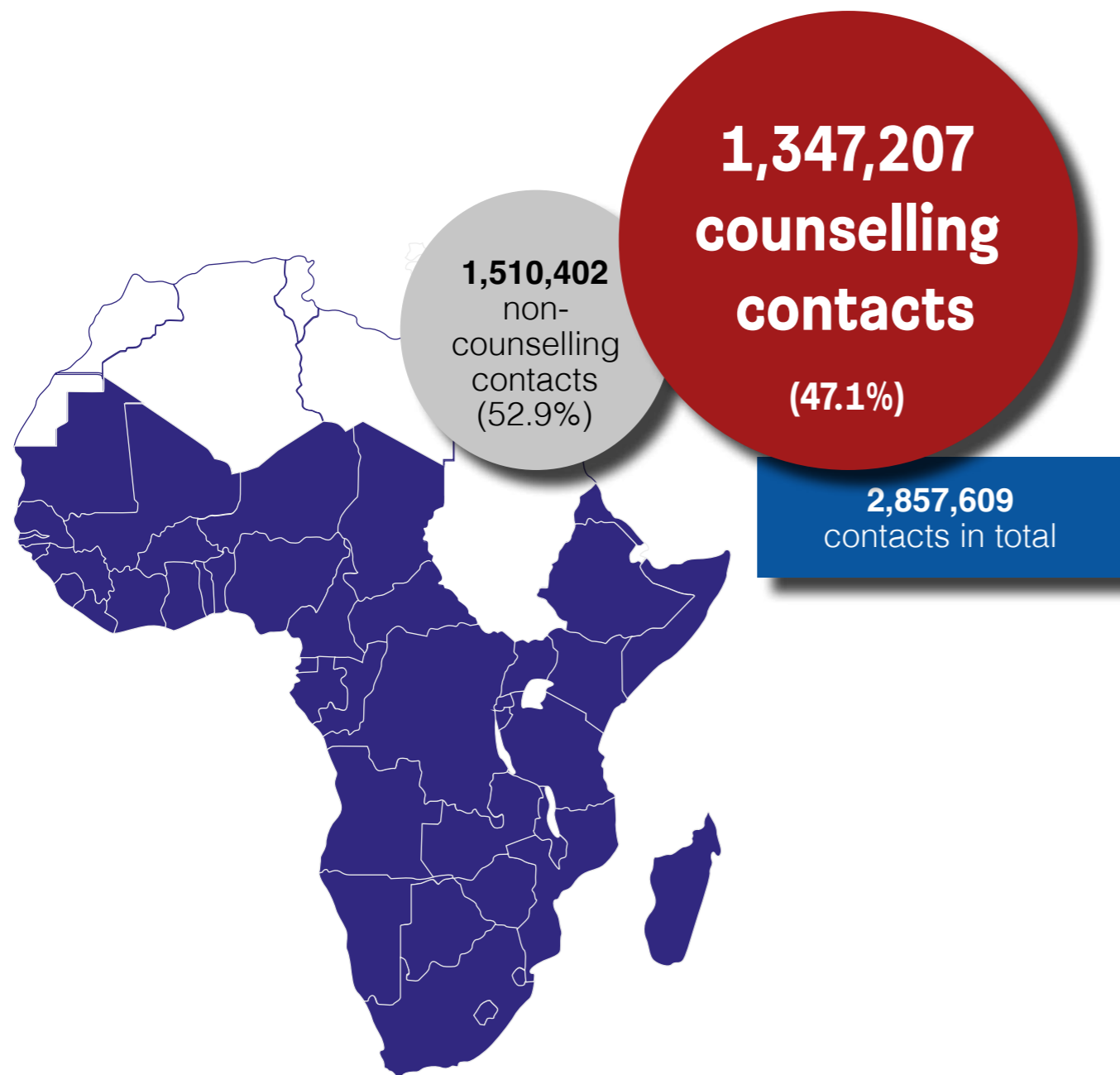
Gender

For nearly all reasons of contact, girls contacted child helplines more often than other modalities of gender². This is especially true for contacts relating to **mental health** concerns, for which girls contacted twice as often as boys (54% compared to 26%), and **peer relationships** and **family relationships**, where girls constitute a significant majority. Two notable exceptions are **missing children** and **sexuality**, where contacts were made by boys much more often (58% and 53%, respectively).



2. Africa is a notable exception to that finding, as of the contacts whose gender was known, most contacts in the region were about boys (20%), and not girls (15%). As such, boys made more contacts to African child helplines concerning Mental health than girls (48% compared with 32%).

We received data from 14 child helplines located in 14 countries, representing 41% of our members in the region.



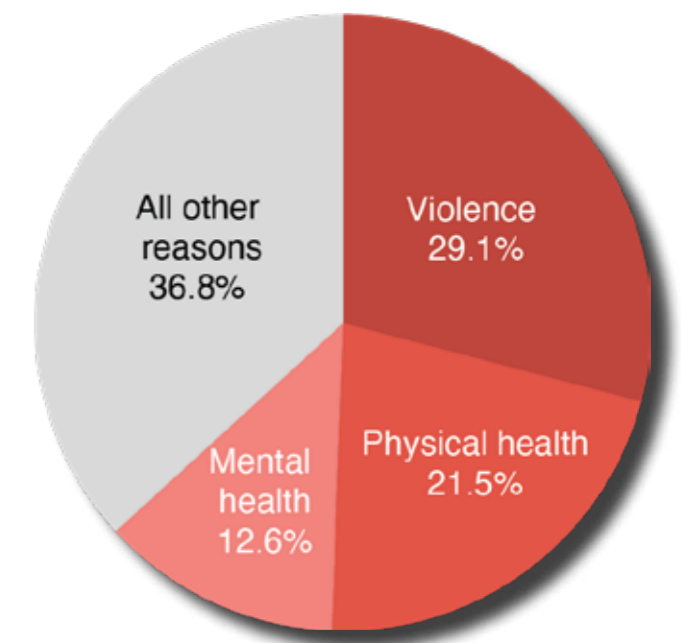
COUNTRIES

The child helplines receiving the largest number of counselling contacts in this region were based in **Zimbabwe, Zambia** and **Mozambique**.



REASONS FOR CONTACT

The main reason for contact in the region was **violence**, followed by health concerns – either **physical health** or **mental health**. Together, these three issues accounted for almost two thirds of the contacts made in the region.



Tanzania: Violence

"My little sister is in big, big danger..."

A concerned woman called the child helpline to express her fears and concerns about her younger sister, who was being forced to undergo FGM. The girls' mother had tried to explain to their father the impact this procedure would have on their daughter's health, as well as the legal impacts, but he threatened to expel her out of the family if she did not go through with it. The older sister gave the child helpline counsellor all the details, and these were quickly passed on to the district social welfare officer.

The district social welfare officer reported back that the father had been arrested by the police before anything happened to his younger daughter. During his time in police custody time, he was educated about FGM and its consequences. Eventually, the father agreed to abide by the law and he apologized for his actions. Although he was released from custody, an agreement was put into place that he would report to the police station every Friday.



Sierra Leone: Mental health

"Drink. Drugs. I thought it was all just a part of growing up..."

An 18-year-old contacted the child helpline at one of its community engagement sessions, seeking its help to reunite him with his family. He had been raised in a loving family, but his parents separated when he was just 7 years old. His mother had remarried, and his stepfather was a good man.

"When I was 10, I got introduced to drinking. I would have preferred to be doing other things, but within a short time, I started smoking marijuana as well." His drug and alcohol consumption escalated, and he spent day and night in a ghetto. He believed that this was all just a normal part of growing up. One night he got into a fight with his stepfather and the police had been called. He was detained for two days and became homeless. His life was unstable, and he lacked direction and purpose.

The child helpline counsellor tracked his family down and lengthy discussions were had about the possibilities of his returning home, and being put into contact with the child helpline's mental health service provider.

The day he walked back into his family's home, he was overcome with emotion and burst into tears. His stepfather showed him around and settled him into the house. It was so good to be back in a drug and alcohol-free zone.

"It was a struggle to give up the habits I had developed, but I started to hate everything I had become involved in. I didn't want to live like that anymore. I sat on the front steps of the house with my stepfather and the child helpline counsellor, and they told me they would be there for me. I can feel myself changing for the better. I can do this!"



Americas & The Caribbean

We received data from 16 child helplines located in 11 countries, representing 57% of our members in the region.



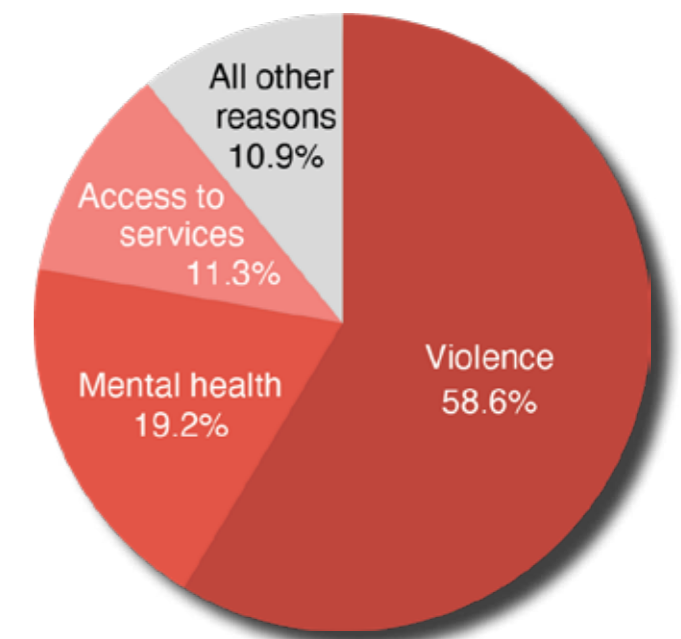
COUNTRIES

The child helplines receiving the largest number of counselling contacts in this region were based in **Colombia**, the **USA** and **Canada**.



REASONS FOR CONTACT

Violence was the largest reason for contact in the region in 2022, accounting for nearly two thirds of all contacts in the region. **Mental health** and **access to services** came next, with smaller numbers of contacts; together, these three main reasons accounted for the vast majority of contacts made in the region.



Voices from the Americas & The Caribbean

USA: Violence

"My girlfriend never says 'stop', so how can I possibly be hurting her?"

A 15-year-old reached out to the child helpline by email, asking if he was being abusive to his girlfriend. He shared that he was spending much of his time smoking marijuana, and he described different ways in which was exerting coercion or force towards his girlfriend to perform different sexual acts, including making her wear a mask and fulfilling his fetishes.

The young man's mother had pointed out that she was uncomfortable with the way he was behaving towards his girlfriend, and this prompted him to check in with her. She revealed that she was not happy being treated this way, and that she had become emotional on several occasions but he had not noticed. He described feeling upset by hearing this, and this caused an argument between them. The young man felt that he was not in the wrong because his girlfriend had never explicitly said "No" or "Stop", and that he therefore deserved to continue behaving in this way with her. Ultimately, he wanted to know if he was indeed behaving abusively, and if so why it was his responsibility to change his behaviour.

The child helpline confirmed that his behaviour was abusive, while commending him for reaching out to learn more. Issues such as consent and communication between partners were discussed, highlighting how consent required paying attention to body language, and must be sought for every new situation. Concern about the young man's sexual behaviour was raised, and the possible benefits of talking to a professional counsellor about safe, consensual relationships were discussed.

Chile: Violence

"I need to tell you about something very important that's been happening to me..."

An 11-year-old girl contacted the child helpline via chat. She referred to having suicidal ideation months ago, feeling lonely and little support. Then, she revealed that she wanted to tell the child helpline counsellor something important. She disclosed that she had been sexually abused by a friend's brother, who is 17 years old, and whose mother drives her home after school. She says that she would like to talk about it and be able to tell her family about the situation, but she is afraid that they will judge her for not having spoken out before.

The child helpline counsellor noted the imminent risk to the girl, because she was coming into frequent contact with the abuser. The counsellor provided support and validated her feelings, in addition to explaining the impacts of abuse, and why this had made it feel difficult for her to disclose the situation. The counsellor sought to reduce the girl's sense of guilt.

The importance of taking action to protect herself was emphasized, and after interventions focused on support, resolving doubts, and addressing fears, the girl finally agreed that the counsellor could contact and talk to her primary caregiver, so that they could take corresponding protective actions.

Trinidad & Tobago: Mental health

"My nephew is destroying everything he can lay his hands on..."

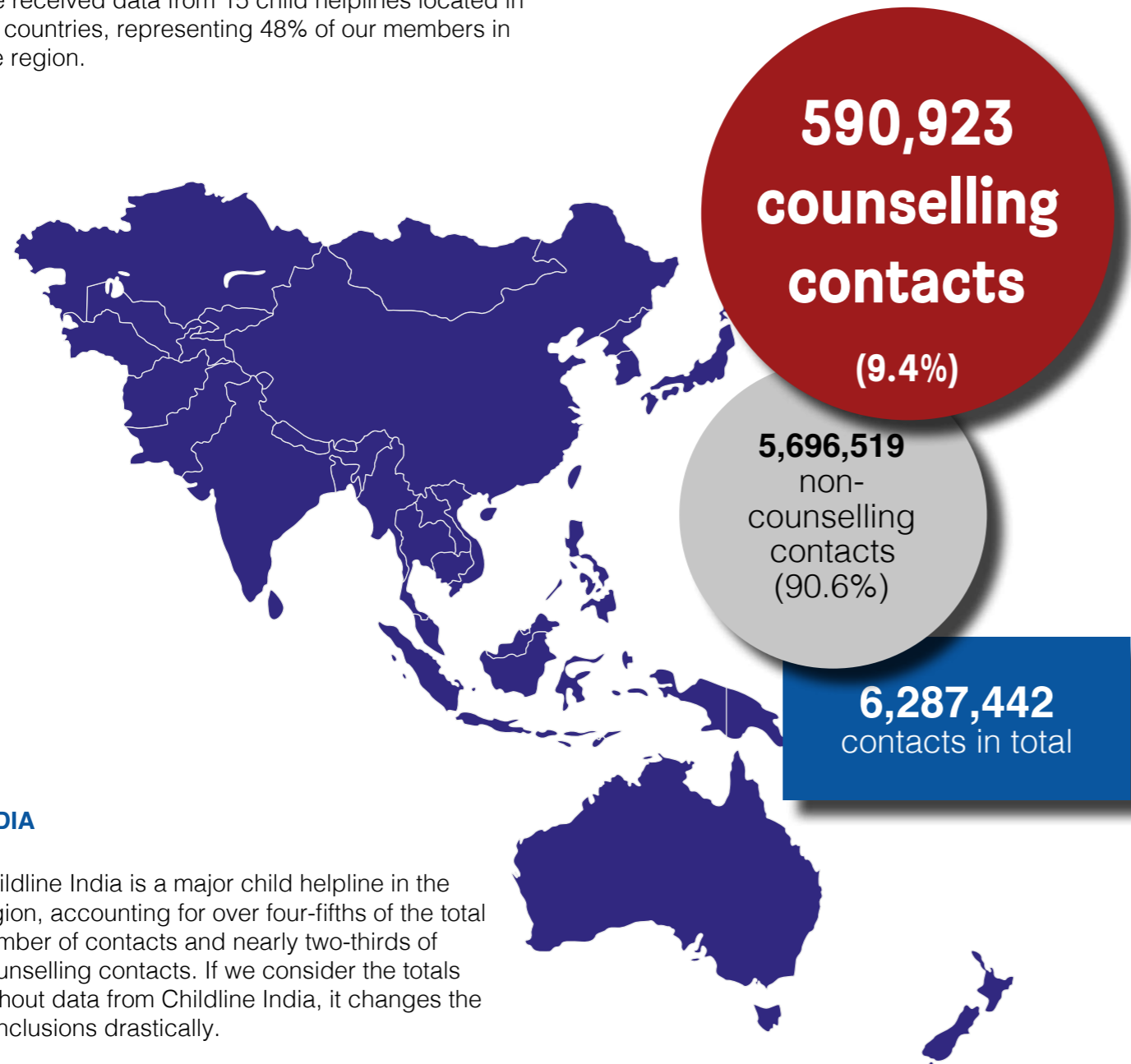
A caller contacted the child helpline to request information about getting help for her 10-year-old nephew. She explained that the child was displaying aggressiveness and was unable to control his anger. He would break things and destroy everything in his reach, he would also set things a fire. The caller noted that the child was also refusing to go to school. She continued by informing the child helpline counsellor that the child had been abandoned by his mother, leaving his father with sole custody. At present, the child's grandmother and another aunt are the sole people caring for and nurturing him. The caller went on to state that the child cried frequently, and apparently for no particular reason. He had also threatened to end his life on several occasions.

At the time of the call, the child was scheduled to see a psychiatrist. However, the appointment was still months away. The counsellor empathized with the caller regarding the situation, and spoke about how the boy's abandonment could have contributed to his current behaviour. The counsellor added that there could also be underlying learning or mental health issues that could only be properly identified through further evaluation. The counsellor provided the caller with guidance on how to treat the situation, such as speaking with the child in private about his actions, and teaching him better ways to express his anger.



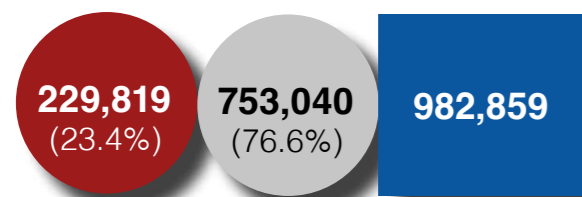
The counsellor suggested introducing consequences for his negative behaviour, while at the same time reassuring the boy about his self-worth and that he was loved. The counsellor recommended engaging in activities that would help build a stronger bond between the boy and his aunt, which might enable her to better identify the factors that were triggering his outbursts. The caller was also referred to a child psychologist, who would be able to provide further support and more specific assistance.

We received data from 15 child helplines located in 14 countries, representing 48% of our members in the region.



INDIA

Childline India is a major child helpline in the region, accounting for over four-fifths of the total number of contacts and nearly two-thirds of counselling contacts. If we consider the totals without data from Childline India, it changes the conclusions drastically.



When relevant, we will present the data with and without information about the contacts to Childline India, to present a comprehensive picture of the region.

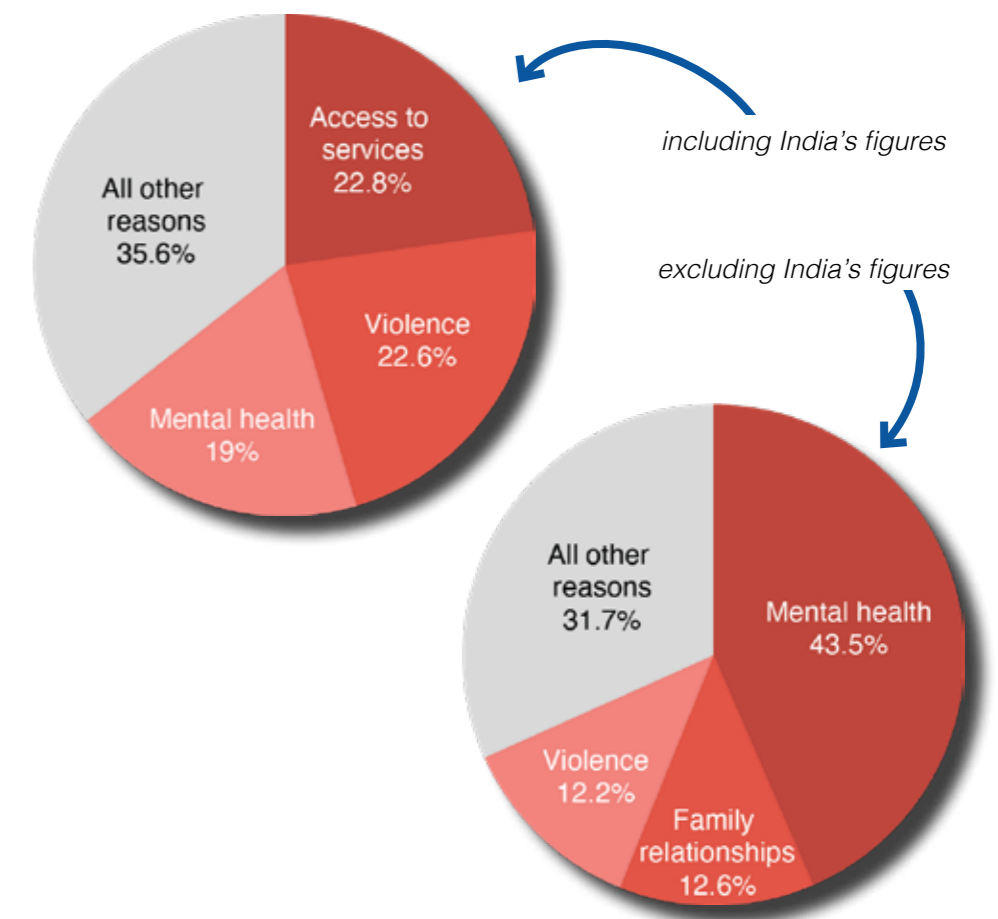
COUNTRIES

The child helplines receiving the largest number of counselling contacts in this region were based in **India, Japan** and **Australia**.



REASONS FOR CONTACT

When looking at data from all child helplines in the region, the three main reasons for contact emerge as **access to services, violence** and **mental health**. Access to service is a highly common reason for contacts received by Childline India. When removing its data from the regional analysis, we observe a slightly different list of main reasons for contact, with access to services dropping down, and **family relationships** becoming the second most common reason for contact. Almost half of all contacts in the region related to mental health concerns.



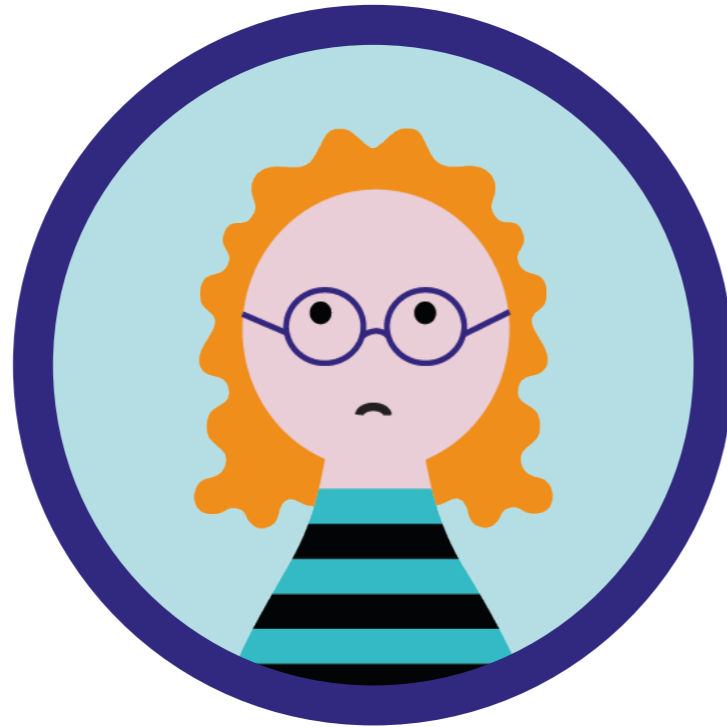
Australia: Violence

"Sometimes when dad holds me, it feels uncomfortable..."

An 11-year-old girl phoned the child helpline from her school. She shared that she was an only child and, until recently, had been splitting time between each of her parents' homes. With the support of the counsellor, she began to unpack the reasons that she no longer wished to spend time with her father, who she described as "violent and unpredictable". She shared an example of a recent time when she was unwell and staying with him. She had not been allowed to rest and instead was taken with him to visit his friends. She talked about vomiting and feeling very ill. "Dad's behaviour was rude and aggressive."

The girl went on to describe a feeling of discomfort when spending the night at her father's house. She shared examples of times when he held her for "too long", or when he came to lay in bed with her and she felt as though an "umbrella was poking into her back". She also described her dad as a "hacker" who is aware of everything that her mum does.

The counsellor provided a safe space for her to share these experiences and validated her feelings of discomfort. Together they worked on a plan for her safety. The girl's mother has been acting protectively and reporting significant events to the police. She gave her consent for the child helpline to submit a report to child protection on her behalf. By the end of the session the young person indicated that she felt better after talking and thanked the counsellor for "all that you do".



Cambodia: Mental health

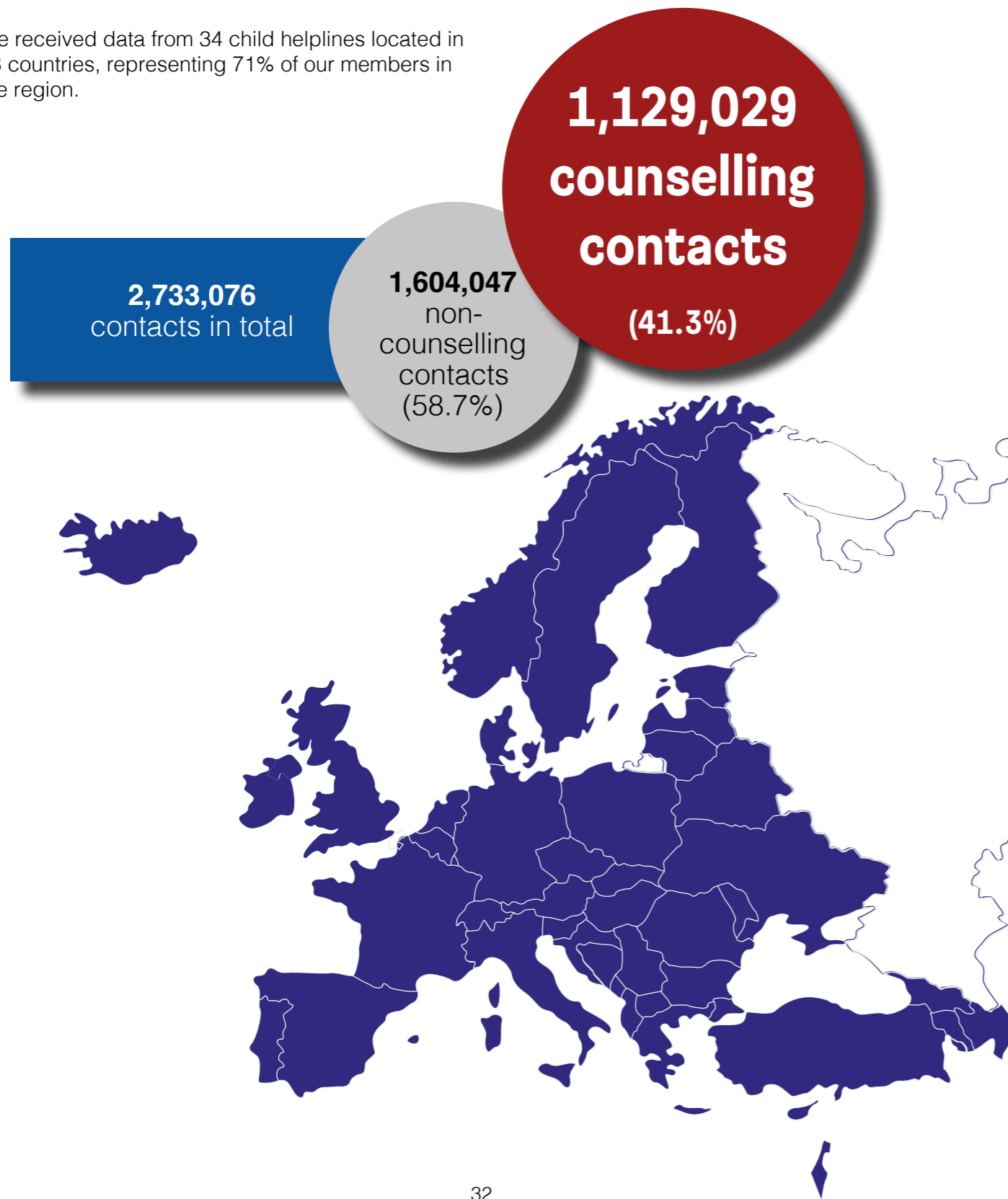
"If I see something sharp, I just want to cut myself..."

A young man aged 23 called the child helpline to discuss his mental health problem. This problem had arisen many years ago, when his family couldn't accept that he was LGBT and didn't believe in his mental health issue. He often felt like committing suicide. Sometimes he felt like jumping into a river. At other times, whenever he saw something sharp, he thought about cutting himself, and he experienced anxiety. He found those urges hard to describe and out of control.

The counsellor listened to him carefully and empathetically, understanding that he was going through a hard time, especially as the people closest to him wouldn't accept his situation. The counsellor talked to him about his daily life and how he was dealing with his situation. The counsellor reflected on the young man's strengths and reassured him that his attempt to seek support for his mental health was the right thing to do. As a result, the young man was encouraged to visit a mental health centre, and he participated in several mental health seminars, read books on the subject and began listening to motivational videos that helped him understand more about his mental health. The young man has now been more able to share his situation and his experiences with the people around him.

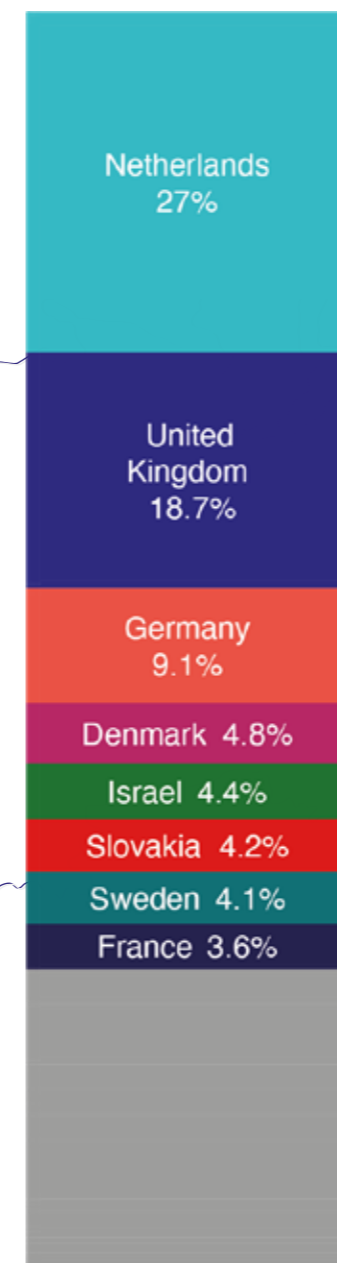


We received data from 34 child helplines located in 33 countries, representing 71% of our members in the region.



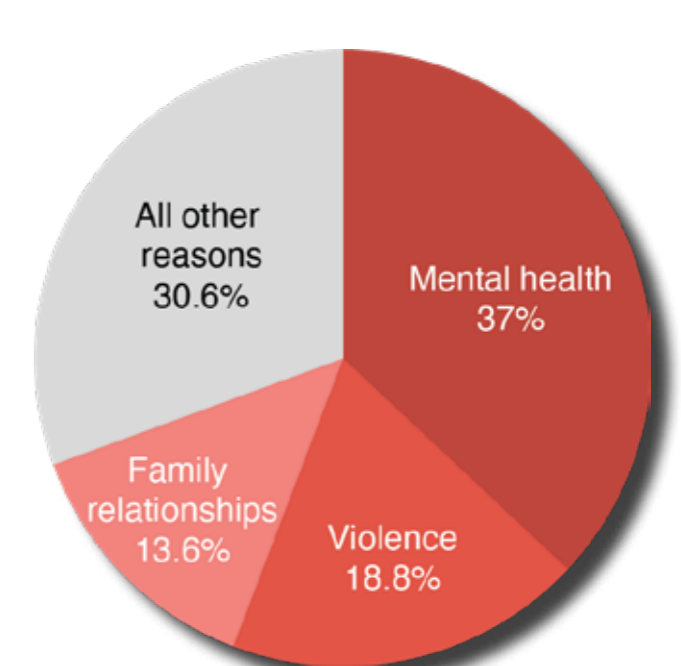
COUNTRIES

The child helplines receiving the largest number of counselling contacts in this region were based in the **Netherlands**, the **United Kingdom** and **Germany**.



REASONS FOR CONTACT

Mental health was the main reason for contact in the region in 2022, with over a third of all contacts. Next came **violence** and **family relationships**. Together, these three main reasons accounted for over two thirds of all contacts made in the region.



Bosnia & Herzegovina:

Mental health

"If it wasn't for the child helpline, I wouldn't be alive anymore..."

After attending a workshop on mental health at high school, a 16-year-old girl reached out to the child helpline, initially via e-mail. The girl had developed no adequate strategies for dealing with the negative feelings she was having, and as a consequence she had resorted to self harm. She shared that she was cutting herself and also starving herself. She was having suicidal thoughts, feelings of self hatred, and often thought about and feared the transience of life. In addition to all of these thoughts and feelings, her physical health had also suffered due to what she was putting herself through.

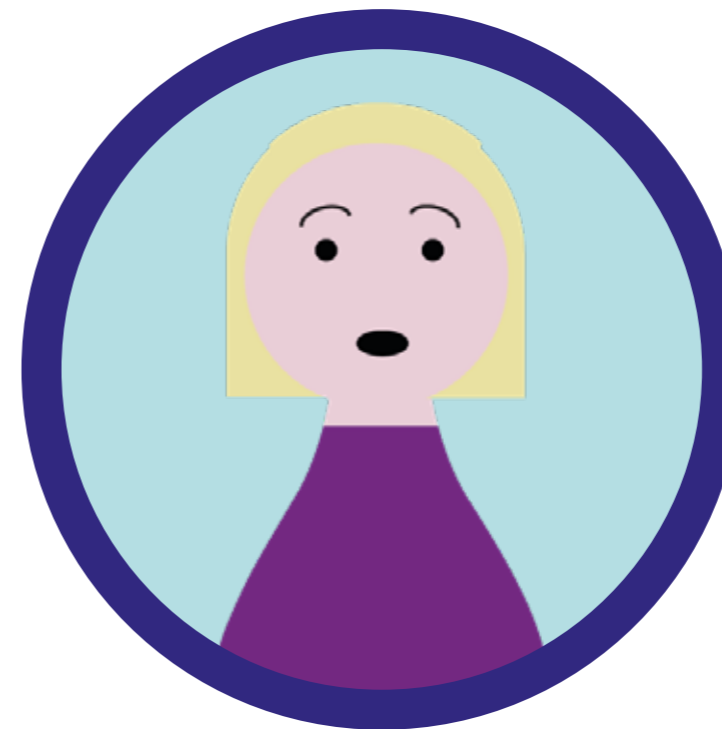
Once she started speaking directly to a child helpline counsellor, she revealed that she had been hiding all of her problems from her parents, even though she had once had a close relationship with them. She told the child helpline that she had not yet looked for any professional help and support, but she would like to do so if there was a way of talking to a psychologist without her parents finding out.

The girl stated that her conversations with the counsellor were having a good effect on her. A couple of times she had managed not to harm herself thanks to the techniques that she learned during their conversations. In the end, the counsellor was able to encourage her to talk to her supportive parents. The girl subsequently asked for information on how to seek professional help and support, and the counsellor was able to inform her about possible ways she could get this.



After a few months had passed, the girl contacted the child helpline again to inform them about what had happened to her since.

"I made two suicide attempts, for which I was hospitalized both times. I wasn't well in the hospital, but fortunately my parents took me back home and I was able to continue with outpatient treatment, getting the psychological help and support I need. Now I can say that I am better – not *much* better, but I *am* making progress. I want to thank you, because if it wasn't for you maybe I wouldn't be here anymore."



Serbia: Mental health

"It means a lot to me that I have someone to talk with..."

A student contacted the child helpline after she had visited a psychiatrist and received a recommendation to start treatment at the local Institute for Mental Health. Her parents were against psychotherapy, and were not offering her any support, and subsequently she was having to go to sessions without their knowledge.

The counsellor asked the young woman questions about her situation. Together, they explored her feelings about the problems she was facing, and about her relationship with her parents. She revealed that she experienced anxiety in social relations. During their conversation, the counsellor realized that the problem was much more complex, and that the student was having difficulty controlling her impulses and anger. The counsellor encouraged her to continue seeking psychiatric help even if she didn't have the support of her family in this.

Together, they came up with a plan to first schedule a free session with a therapist, and agree with this therapist about the work that could be undertaken. The young woman was invited by the counsellor to contact the child helpline again whenever she needed support. She thanked the counsellor, and said that it meant a lot to her that she had someone to talk to.

United Kingdom: Mental health "It'd be so much easier for my parents if I wasn't here..."

A 13-year-old girl began a live chat by explaining to the counsellor that she was really struggling due to financial worries as her family faced being evicted from their home. Alongside this, she explained that she was trying to manage anxiety and panic attacks, which she found particularly hard to deal with as she shared her bedroom with her younger sister and therefore didn't have a safe space.

The girl felt she was unable to talk to her parents about her situation, as they were working hard to support her brother, who required additional support due to ASD. They were also dealing with the stress of being evicted. "I can't stop thinking that if I wasn't around, everything would be easier for my parents, I feel guilty for existing."

The counsellor encouraged the girl to call the helpline to have a chat. However, this wasn't possible due to a lack of privacy at the girl's home. Together with the counsellor, they worked on being open about the girl's suicidal thoughts, and talked about how she might be able to share these feelings with her parents so that they could try to offer her some support. The counsellor shared some other services that might be helpful for the girl in order to gain the support she needed for her anxiety and panic attacks. After their conversation, which had been very intense for the girl, the counsellor also helped her make a plan for looking after herself for the rest of the evening, which included watching Netflix so that she could try to relax.

Poland: Violence "The first time I tried to kill myself, I was just 10 years old..."

A 16-year-old girl called the child helpline, and described to the counsellor the emotional violence she had been experiencing from her parents for her entire life. Her parents' attitude towards her had been full of anger, indifference and lack of support, and they had been laughing at her. She felt controlled and helpless. "My parents told me that if I tell anybody about their behaviour, they will give me away to somebody else and I will never see them or my siblings again,"

The girl had been trying to manage her intense feelings of anger and stress. She had already tried to kill herself several times. Her first suicide attempt had taken place when she was just 10 years old. She had also tried self-harming.

During the conversation with the counsellor, she asked about good ways of coping with her emotions and about places where she might find help. The counsellor helped her to decide, despite the girl initially having many concerns, to ask for help at her school, and to talk about her problems with a school counsellor or with one of her teachers.

Serbia: Family relationships "My parents don't really love me, because I am adopted..."

A girl called the child helpline because she was having a problem. She shared that she was adopted, and that she felt that her adoptive family didn't really love her. She felt that the family treated her badly. She had previously lived in a home for children without parental care. She felt like an orphan, and said that she felt sad, lonely and abandoned.

The counsellor talked with her about how her parents were behaving towards her. The girl explained that they allowed their biological son everything, but not her. She had never shared these feelings with her adoptive parents and she didn't know how to tell them. She had been to the school psychologist several times and discussed this. The counsellor encouraged her to continue meeting with the school psychologist. They also talked about how she might tell her adoptive parents how she was feeling. It was agreed that she should also discuss this with her grandfather because she felt close to him.

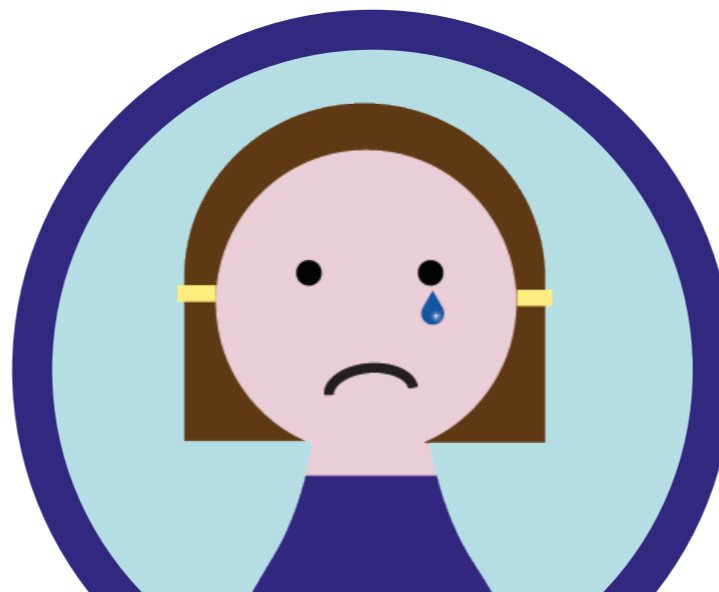
Greece: Family relationships "My dad died last year and I still feel upset about it..."

The child helpline received a call from a 10-year-old boy asking for help. He informed the counsellor that he had lost his father about a year ago. He was experiencing feelings of anger, irritability, and frustration. He was also dealing with physical symptoms such as fatigue, headaches, loss of appetite and difficulty sleeping.

The counsellor let the boy know that it was normal to feel sad, angry, confused or scared after the loss of a loved one. They created a space where the boy could feel comfortable expressing his thoughts and feelings. The counsellor listened actively to what the boy said, avoiding interrupting him or offering any judgement on what he wanted to talk about.

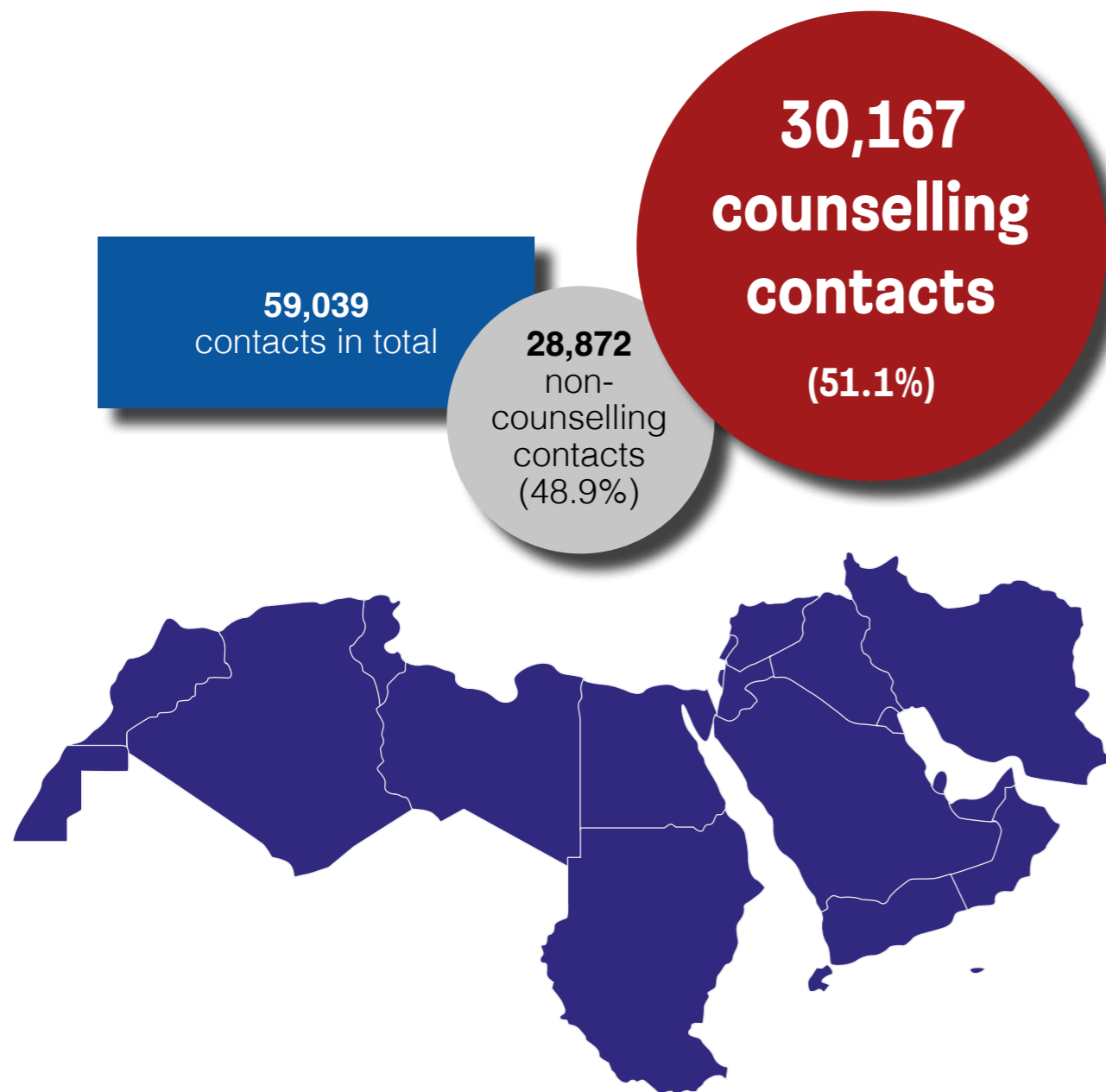
Furthermore, the counsellor encouraged the boy to engage in healthy activities that could help him cope with his grief, such as talking to friends or family, drawing or writing about his feelings, or participating in other activities he enjoyed.

In conclusion, the counsellor reassured the boy that he was not alone, and that there are people who care about him and wanted to help.



Middle East & North Africa

We received data from 6 child helplines located in 6 countries, representing 43% of our members in the region.



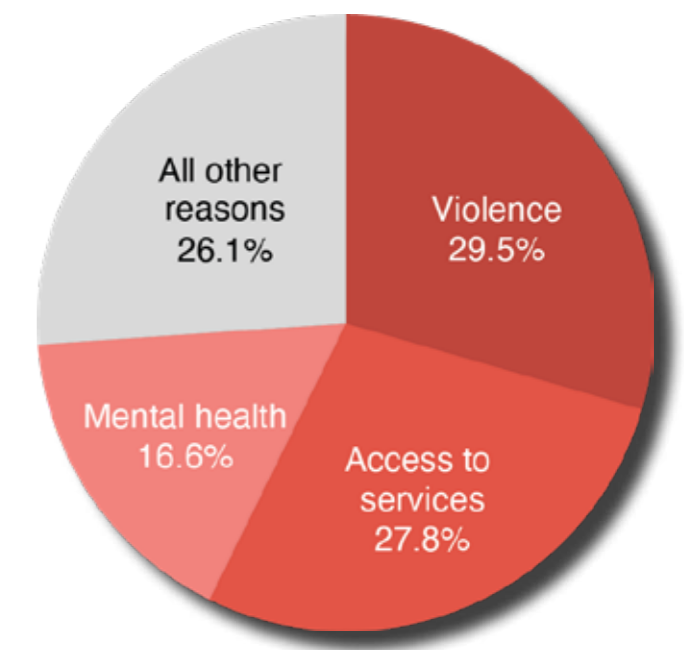
COUNTRIES

The child helplines receiving the largest number of counselling contacts in this region were based in **Jordan, Algeria** and **Palestine**.



REASONS FOR CONTACT

The three main reasons for contact in the region in 2022 were **violence, access to services** and **mental health** concerns. Together, these three issues accounted for almost three quarters of the contacts received.



Voices from the Middle East & North Africa

Palestine: Violence

“There is always violence. I feel like I’ve been caught in a whirlwind...”

A 24-year-old young woman called the child helpline expressing how she and her family had been displaced after the war in May 2021. She mourned her 10-year-old female cousin who had been killed, and was concerned about her 9-year-old cousin who was in a critical condition. She discussed the domestic violence she faced at home from her father and brother, and how nothing was allowed for girls, and that there was always violence. The young woman talked about her life and her relationships with different family members. She talked about their harsh socio-economic situation and being threatened with forced marriage several times, and her fear of being married off to someone as violent as her father. She had a 9-year-old sister who she was trying to protect from this violence. She felt like she had been “caught in a whirlwind” and that fate was determined to put her down. She always got this feeling whenever she was anticipating violence from her father and heard him coming towards her.

The counsellor listened intently to her story, and provided support. The young woman gave a sigh of relief at the end of the call, thanking the counsellor for listening. She said she was ready to go back to her studies, having now had the chance to talk to somebody about her situation.

Palestine: Violence

“More divorces... more problems... more killings... People are like monsters.”

A 16-year-old boy called the child helpline to vent his feelings of distress regarding the violent behaviour of a teacher at his school. He explained how the teacher would hit students and belittle them verbally, and although he has confronted the teacher and completed classes with him, he still wished to call the child helpline to talk about it.

When asked what it was he needed, he said he had mostly called to express himself and to acquire advice. He wondered aloud as he talked with the counsellor: ‘Why are students and women and the elderly so marginalized?’ He felt that there was more and more divorce, more problems and more killings, and he felt that people were “like monsters”. As they were living under occupation, he wanted to know where the organizations that could assist them were.

The counsellor actively listened to the boy, talking about the issues the boy was raising. He advised the boy that, despite all the violence and the hardship, one could at least start with being aware of themselves, and taking care of themselves, trying to understand their own responsibilities to their community. The boy thanked the counsellor and said he’d like to call again to receive a medical consultation with the child helpline’s doctor.

Palestine: Mental health

“My best friend died, but I can’t stop thinking about our time together...”

An 18-year-old boy called the child helpline in mourning for his best friend. He said he was unable to focus on his studies and needed support. He said that his family took care of him very well and provided him with everything he needed, but he wished that they could sit down together and talk more. The boy described in detail how his best friend had died: he had cancer, and the occupying forces did not allow him the permit he needed to seek treatment.

His departed friend had been the person closest to him, and the boy recalled the times they had shared, remembering that his friend had left him a letter before he died. He read the letter out loud to the counsellor and began to cry.

The counsellor gave the boy the space he needed to express himself and emphasized the good things the two friends had been able to do together, as well as the acceptance that one of them was no longer here. At the end of the conversation, the boy said that he felt a little better and that he had been able to release some of the stress he had been feeling.



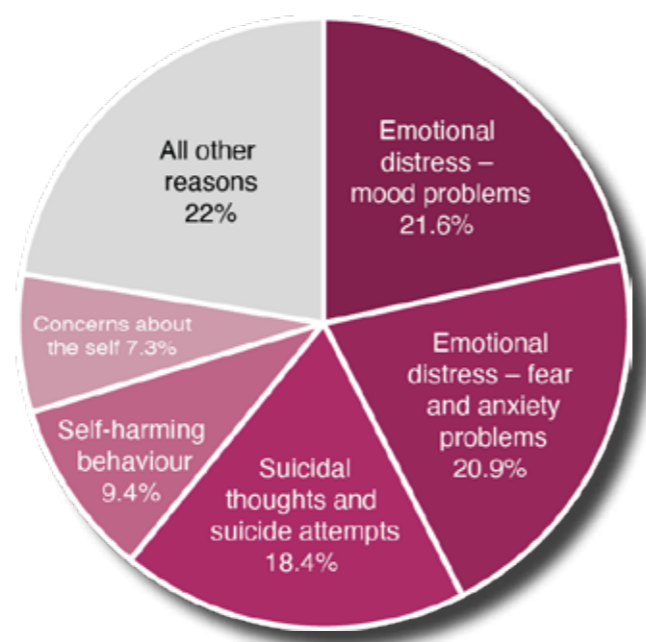
Mental health

One in five children and adolescents worldwide suffers from a disabling mental illness, according to the World Health Report from 2001⁹. Half of all mental health problems are established by age 14, and three quarters by age 24. The most common mental health-related issues child helplines report follow their prevalence in people of all ages worldwide, with depression being the most common mental disorder, followed by anxiety¹⁰. Suicide, the third most common mental health concern reported by child helplines, was already one of the leading causes of death among adolescents¹¹, and recent research showed that youth suicide rates increased during the Covid-19 pandemic¹².

The data from our child helpline members indicates that self-destructive tendencies (self-harm, suicidal thoughts, suicide attempts) consistently remain an important mental health concern raised by children and young people who reach out to child helplines: it is among the largest five sub-categories of mental health concerns raised by children and young people in four out of our five regions.

WHAT MENTAL HEALTH CONCERNS DID CHILDREN AND YOUNG PEOPLE WANT TO DISCUSS?

Emotional distress was the most common mental-health related reason to contact child helplines in 2022, whether related to **mood problems** (21.6%) or **fear and anxiety problems** (20.9%). Similarly common were concerns related to **suicidal thoughts and suicide attempts** (18.4%), followed by **self-harming behaviour** (9.4%) and **concerns about the self** (7.3%).



9. World Health Organization (2001). The World Health Report : 2001 : Mental health : new understanding, new hope. World Health Organization. <https://apps.who.int/iris/handle/10665/42390>

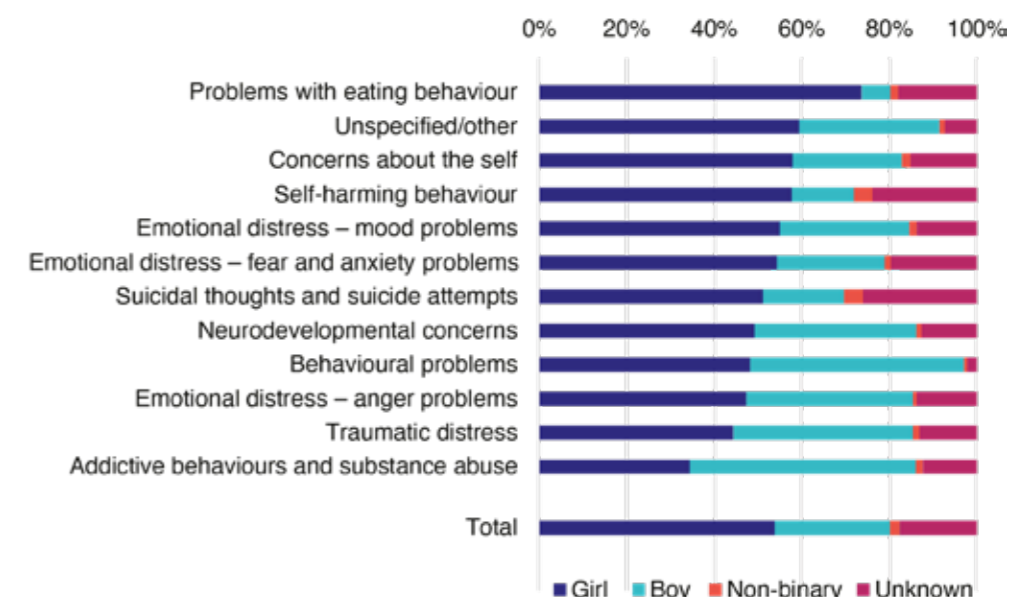
10. <https://www.mentalhealth.org.uk/explore-mental-health/statistics/children-young-people-statistics>

11. World Health Organization, Adolescent mental health, accessed on 12 July 2022 at <https://www.who.int/news-room/fact-sheets/detail/adolescent-mental-health>

12. Bridge JA, Ruch DA, Sheftall AH, Hahm HC, O'Keefe VM, Fontanella CA, Brock G, Campo JV & Horowitz LM (2023). Youth suicide during the first year of the COVID-19 pandemic. *Pediatrics*, 151(3), Article e2022058375. <https://doi.org/10.1542/peds.2022-058375>

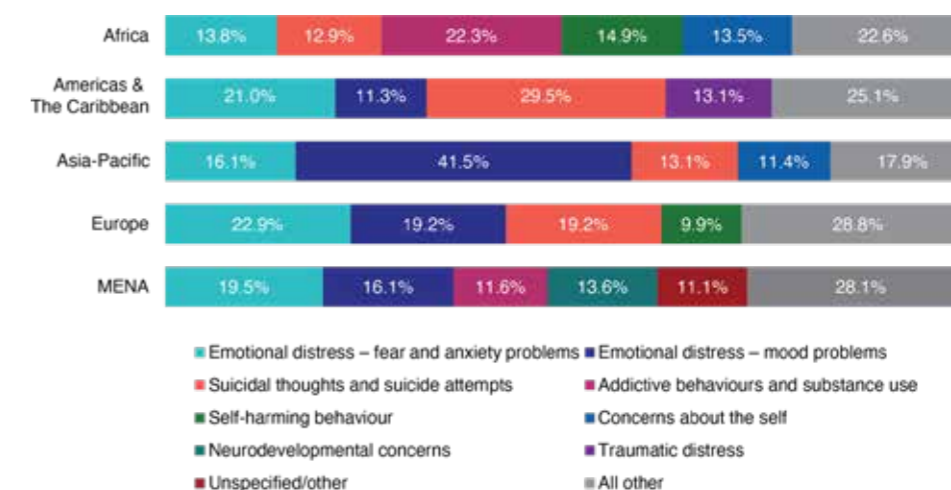
GENDER BREAKDOWN: MENTAL HEALTH

Girls contacted child helplines significantly more than boys about all issues related to **emotional distress** (anger, fear and anxiety, mood), **suicidal thoughts and suicide attempts, concerns about the self, self-harming behaviours** and **problems with eating behaviour**. Boys made contact more often with issues relating to **addictive behaviours and substance abuse**. Girls and boys were equally as likely to make contact about issues relating to **behavioural problems** and **traumatic distress**.



MOST COMMON SUB-CATEGORIES BY REGION

The most common sub-categories were roughly consistent between regions¹³, with a few exceptions: **neurodevelopmental concerns** ranked high in MENA but not in the other regions; and **addictive behaviours and substance use** ranked high in Africa and MENA, but not in the other regions.



13. The order of the main sub-categories in Asia Pacific region is the same with and without the data from Childline India.

Jamaica

"Maybe I'm just a bad friend and they don't like me anymore..."

A 16-year-old girl contacted the child helpline, seeking a space in which she could talk about her emotions and the thoughts that were distressing her. She had felt lonely for the past two months, even though she talked to people. She had a sense of not belonging at school. All of these things had led to multiple depressive episodes, which were holding her back in terms of school work and other areas of her life. She had distanced herself from almost everyone and felt that all of her friendships were suddenly falling apart. She often questioned whether it was simply time for these friendships to end, or if she was being a bad friend and people just didn't like her. She was feeling lonely and isolated, and was trying her best to manage these feelings.

"To be honest, I tried spending more time with myself, trying to take care of myself. I've tried keeping a diary, I've tried praying, and so far I'm not over it but I'm managing. But there are moments when I have a relapse in those depressive moments." She had not expressed how she feels to her friends, due to "ongoing anxiety and fear" that she was being "paranoid and too nosy." There were times she wanted to speak to her friends but just couldn't bring herself to say anything.

She had contacted the child helpline because she feared that she was "out of options". Based on the conversation and the possible risk to her, the girl was provided with continuous psychosocial support from the counsellor and was referred to a counselling psychologist for a higher level of intervention.

Tanzania

"Watching porn is the only way I can clear my head..."

A 15-year-old girl called the child helpline feeling unhappy. She did not understand what was happening to her. She explained that nothing interested her anymore, and she didn't like seeing or talking with her friends. She didn't like taking her bath, and spent most of her time in bed. Currently, she was not performing well in school. She was unhappy with her school environment and her friends. Her parents were too busy to listen or even talk to her.

The counsellor probed more and realized that the girl was going through depression. They also realized that she was in the initial stages of an addiction to pornography, as this was the only way she had found of clearing her head. The counsellor explained to her what depression was and the way a person felt when they were depressed. She was offered the counselling she needed over the following three months. The counsellor made an arrangement for the girl to call twice a week, or whenever she felt she needed to talk to someone. The counsellor also advised her that it was important to remember that watching pornography could have negative effects on an individual's mental health and lead to addiction, guilt, shame and depression. Seeking professional help, such as counselling and therapy, could provide support and guidance in overcoming her potential pornography addiction and improving her mental health.

After two months the girl called the counsellor again, to give her appreciation because she was now doing well; her performance had changed and she was no longer watching pornography.

Singapore

"My friends called me fat, so I stopped eating..."

A 10-year-old child shared that she felt fat and ugly, and was disgusted with herself every time she stepped on the weighing scales. Classmates called her fat, and for a long time she had tried to eat less, but this left her feeling weak. Every time she ate more than one meal a day, she would vomit and this made her feel guilty. She didn't want to gain any more weight, and although she was aware that not having enough food could harm her she thought it was better to look pretty. "At least when my weight drops, my classmates stop calling me names."

Her family loved fast food. She didn't want to stop them from eating what they enjoyed, or to have to prepare or buy something healthy especially for child. They kept asking her why she didn't want to eat fast food. She was scared to tell her parents for fear that they would be angry or upset with her. While her sister exercised a lot and never got sick, she had a genetic iron deficiency condition that made her feel weak and dizzy after exercising. She had been seen by a doctor about this iron deficiency and the doctor had advised her family that she needed to eat iron rich food and to eat plenty of it.

The child helpline counsellor empathized with the girl's hurt about being called fat by her classmates. The counsellor educated the girl about nutrition and its consequences, and challenged the girl's ideas about beauty. Together they explored other healthy options in diet and exercise that she could take, and the girl was encouraged child to seek further medical help and support.

Sweden

"I get really anxious at night time..."

A child reached out to the child helpline during the night, feeling anxious. The child described that the nights were the worst time for them: "My anxiety peaks at night time and it feels like I have hundreds of kilos pressing on my chest, making it impossible to breath".

The counsellor explained the basics of anxiety to take some of the child's fear away, and suggested different strategies as to how they could try to calm down and be able to go to sleep. The child was encouraged to get back in touch with the child helpline during the daytime as well, at a time when they weren't feeling so anxious, to talk about the issue further.



Voices: mental health

United Kingdom

“This week’s been horrible, and I just want to end it all...”

A 17-year-old girl called the helpline looking for some support with her thoughts of suicide. She explained to the adviser that there had been a lot going on in her life and that she had felt suicidal for a number of years. This included some previous attempts to end her own life. She told the adviser that she had been struggling with her mental health for 8 years, but was finding this week particularly challenging due to having been physically assaulted on a bus.

“I feel triggered when I go to hospital because no one is ever there to support me.” She explained that she always felt alone, and this had been something she had experienced many times whenever she was admitted to hospital due to a suicide attempt. She explained that she had been trying to get mental health support but felt there was a real lack of help available to her. Alongside this, she struggled to trust professionals due to previous experiences that she’d had.

The adviser worked collaboratively with the girl to build up a trust in the helpline’s services. Together they created a suicide safety plan in hope of supporting the caller in not taking any steps towards trying to end her life that day, which would then avoid the need for yet another hospital visit.



As part of this suicide safety plan, they discussed coping strategies that would help the girl feel distracted throughout the evening. Before the call ended, the girl was given advice as to how she could gain more support in her home area about how she were feeling, and help with her issues about facing a lack of support.

Chile

“My godmother wants to help, but I can’t tell her how I’m feeling...”

A 14-year-old boy contacted the child helpline through its chatroom. At the beginning of the conversation, he referred to needing help in order to learn how to calm his anxiety and control his negative thoughts. He said he had been feeling anxious since he was 10 years old, but for most of that time had never received any professional help. A few months ago, though, he had seen a psychiatrist who prescribed him pharmacological treatment, which he had to abandon due to financial problems. The boy talked about his complex family situation and a history of rights violations – for example, being exposed to problematic behaviours associated with his mother’s substance addiction, at which times his grandmother had been left in charge of his personal care.

He then revealed having thoughts about suicide, and although there was no concrete planning about attempting this, these thoughts kept appearing frequently in his daily life and have caused him to feel overwhelmed.

When asked his support network, he identified his godmother, a maternal aunt who lived close by, as a trusted adult who was constantly concerned about him. She had offered her help, but he found it difficult to express his feelings fully to her, and tended to minimize the urgency of his situation.

The chat counsellor provided support and validation for his emotions. The counsellor stressed the importance of receiving specialized professional help, and offered that the child helpline team could communicate with his godmother about his situation, so that she could accompany him in the process of being referred to a mental health network. This was well received by the boy, who reported that as a result of the conversation he felt more confident to talk about what he was feeling, and much more motivated to undergo treatment. He said that he felt much better understood and that this was a great relief.



Violence

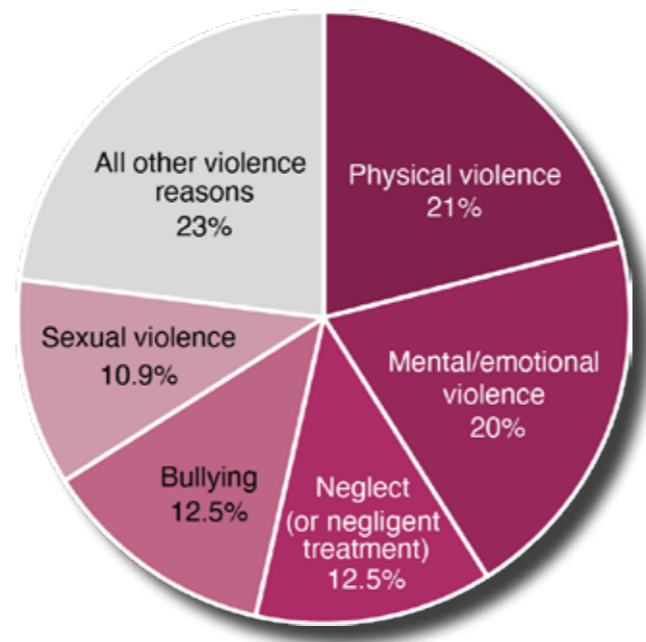
According to data collected by UNICEF between the years 2005 and 2013, around the world more than half of children aged between 2 and 14 years old regularly experienced some form of physical violence at the hands of their parents or caregivers^{3,4,5}. Experiences of violence have severe consequences for children's development and negatively impact their mental and physical health.

Data from our child helpline members shows that **physical violence against children and young people is a concern being raised time and again, across all regions**. In 2022, it was closely followed by mental/emotional violence.

Our child helpline members support children and young people facing these difficult situations through referrals to child protection agencies or sometimes through direct interventions.

WHAT VIOLENCE CONCERNS DID CHILDREN AND YOUNG PEOPLE WANT TO DISCUSS?

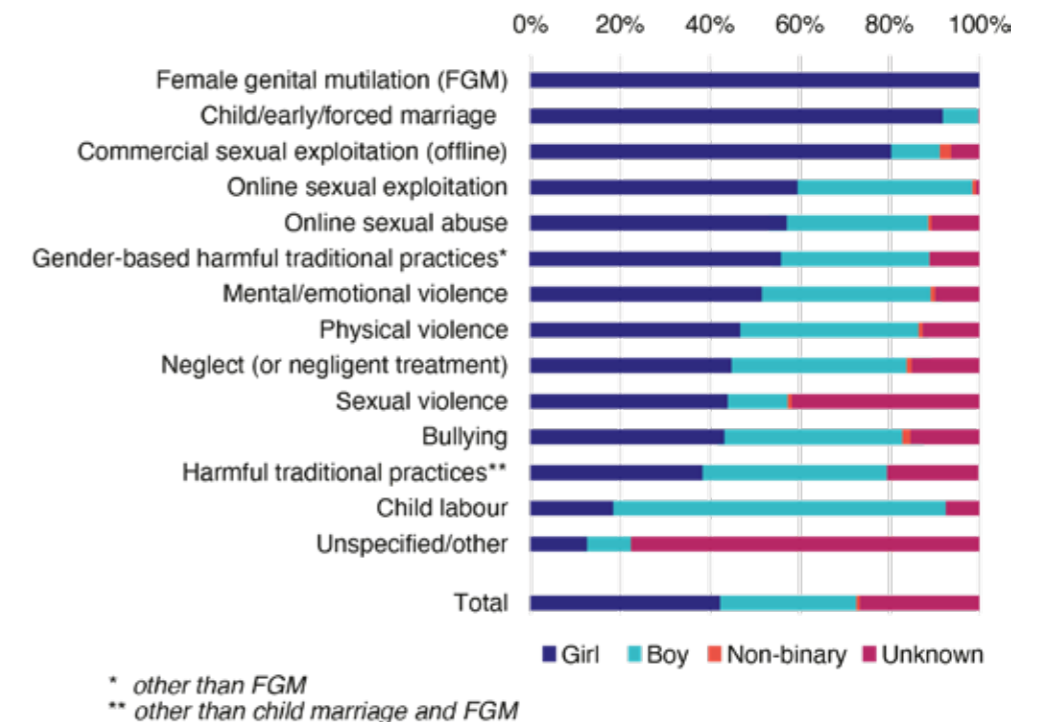
Physical violence (21%), and **mental/emotional violence** (20%) were common reasons for contacting child helplines in 2022. **Neglect (or negligent treatment)** (12.5%), **bullying** (12.5%) and **sexual violence** (10.9%) followed. Together, these sub-categories accounted for 77% of all violence-related contacts⁶.



3. United Nations Children's Fund, A Familiar Face: Violence in the lives of children and adolescents, UNICEF, New York, 2021
 4. World Health Organization. Corporal punishment and health, accessed on 15 July 2022 at <https://www.who.int/news-room/fact-sheets/detail/corporal-punishment-and-health>
 5. Hillis S, Mercy J, Amobi A and Kress H (2016). Global prevalence of past-year violence against children: a systematic review and minimum estimates. *Pediatrics*;137(3):e20154079
 6. This data excludes all of the contacts received by one of the largest child helplines in our network – ICBF Colombia – because of a mismatch in the data framework used by Child Helpline International and the one used by ICBF. Counsellors at ICBF Colombia record physical violence, emotional violence and neglect as one sub-category. This mismatch means all these contacts fall under "unspecified/other" in our data framework, making it the second largest sub-category of violence worldwide (16.8%).

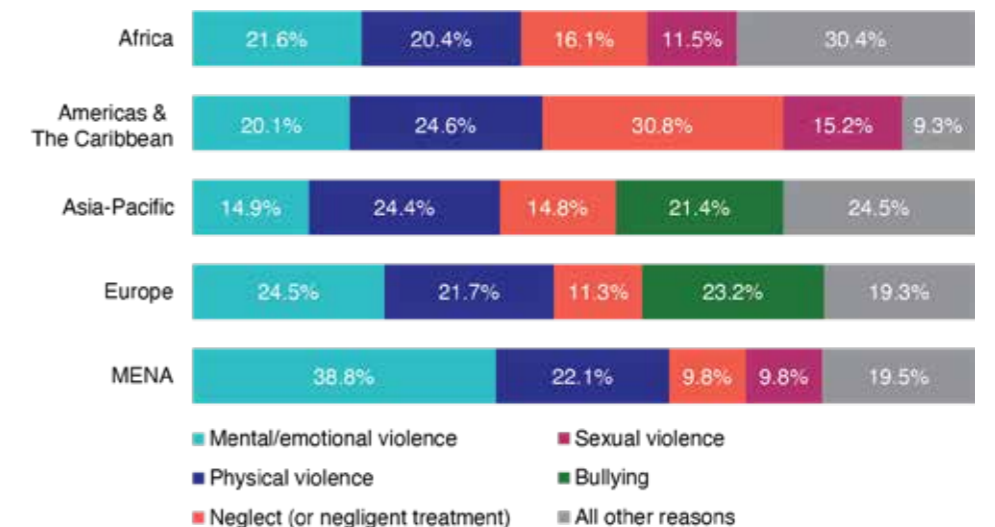
GENDER BREAKDOWN: VIOLENCE

Boys and girls are similarly troubled by **bullying**, **neglect** and **physical violence**. Boys made contact more often than girls with issues related to **child labour**. Girls made contact more often about **mental/emotional violence** and for topics related to **gender-based violence around harmful traditional practices**, including **female genital mutilation (FGM)**, and to both **online** and **offline sexual abuse and exploitation**.



MOST COMMON SUB-CATEGORIES BY REGION

The most common sub-categories are largely consistent across regions^{7,8}, although they vary in their ranking. **Bullying** emerges as a main reason for contact in Asia-Pacific and in Europe only.



7. The data for the Americas & The Caribbean region excludes contacts reported by ICBF Colombia for the reasons explained in note 6. When including their data half (50.5%) of all violence-related contacts in the region were determined as unspecified/other.
 8. The data for the Asia-Pacific region excludes contacts received by Childline India, as it presents a significant majority of contacts in the region. Examining the data *with* Childline India's contacts, we find that the most common violence-related reason to contact child helplines were about child/early/forced marriage concerns (22.7%), second main reason was physical violence (19.2%) and third was Child labour, accounting for 17.2% of all violence-related contacts. This change in the rank of reasons suggests that forced marriage and child labour are of massive concern in India and less so in other countries in the region.

Voices: violence

Uganda "She's being married off even as we speak..."

A caller reported a child/forced marriage case where a girl of about 14 years had been married to a man of about 22 years old, and was already living with the man. However, the official/traditional marriage ceremony was actually taking at the time of the call. The child helpline counsellor immediately contacted the area village council chairperson who in turn rushed to the venue with police officers and managed to stop the ceremony.

A week later, the counsellor contacted the chairperson and he handed the phone over to the girl's mother, who confirmed that the child had been withdrawn from the man's home and was back home. Furthermore, the girl had been enrolled for a tailoring course and was at school at the time of the call (so the counsellor was not able to speak with her directly). The counsellor cautioned the mother against marrying off her daughter because it was a criminal offence and reminded her that she would be held accountable if it ever happened again.



Kenya "My father hates me, and he is trying to kill me..."

A 10-year-old girl reported to the child helpline that she had been badly beaten by her father. This was not the first time this had happened. She was usually beaten by her father for no apparent reason, especially when he was intoxicated with alcohol. Her mother seemed helpless in the situation and was unable to come to her daughter's rescue as she would also be beaten in equal measure if she attempted to offer help.

The young girl described how her father physically abused her with an electric code and on this occasion had hurt her on the left side of her back. "He hates me and wants to kill me," she said. After providing counselling and support, the counsellor also drafted a referral letter to the area chief and the children's officer, requesting support with placement of the child in temporary shelter and also to conduct a home visit to ascertain the situation there and provide guidance on how best to respond to the girl's need.

New Zealand "He used to molest me, and I'm scared it will happen again..."

A young girl of 13 connected via the chat service, wanting to talk to someone about her trauma. She shared that since she was 8 her father had touched her inappropriately, and that he would hit her if she didn't comply. She still lives at home with him, together with her mother and a younger brother. She tried going out for walks if she was ever home alone with him – although the molesting (her own words) hadn't happened for a while, she still worried that it happen again. She also felt angry with her mum because she always sided with her dad over the kids. The girl revealed that she sometimes thought about suicide, but she wanted to stay around so that she could try to protect her younger brother.

The counsellor asked her if she had ever told anyone about this before. She hadn't, and so the counsellor validated that it was brave for her to talk to the child helpline, at the same time reassuring her that she hadn't done anything wrong and offering her ongoing support. The counsellor explained that the girl had the option of telling the police or *Oranga tamariki* (Ministry for Children). The counsellor explained that it was up to her to make the decision and that the child helpline would support her if she decided to tell. The girl then came up with the idea of telling her aunt, whom, she thought would believe her and be able to help her. The counsellor encouraged her get back in touch whenever she wanted. When asked how it felt to be able to talk about what had happened to her for the first time, she said: "I felt a bit of relief... the feeling that you've finally been able to tell somebody the truth."

Chile "Mum threatened me with a knife..."

A 15-year-old boy contacted the child helpline through its chat channel. He reported feeling distressed and wanted to know what actions he could take, as he had been the victim of recurrent physical and psychological violence by his mother, who recently threatened to kill him with a knife. The boy attended a child protection network programme, but reported that "nobody does anything about it." He did not feel listened to by the programme professionals, mentioning that they tended to invalidate and not believe what he told them, failing to implement any actions for his protection while defending his mother's actions. The boy had difficulty in identifying any individuals in his family who could offer him protection, highlighting that they did not listen to him, often minimizing and justifying the violence that he faced. For this reason, at the age of 12, he had reported the mistreatment he had suffered since early childhood to the police. He said he was frightened, hopeless and worried because he feared that his younger brother was also now at risk of suffering the same violence.

The child helpline counsellor offered support and validation. They asked for the name of the institution he was attending, as well as his personal data, in order to be able to plan legal actions together with the multidisciplinary team of the child helpline, as well as inform the Family Court about the boy's situation. The boy expressed his agreement and gratitude. It was agreed that the child helpline would inform him what actions they would take next, and he was reassured that he could contact the child helpline whenever he needed to.

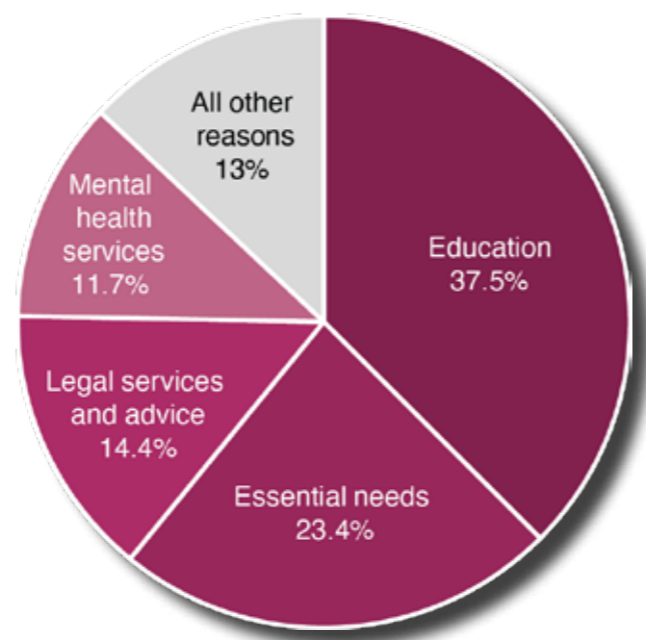
Access to services

The third most common reason for contact was not consistent between the regions. **Access to services** was the third most common reason on the global level (i.e., across all child helplines), as well as in the Americas & The Caribbean, MENA and Asia-Pacific regions, the latter when including data from Childline India. India represents a large portion of contacts related to access to services – the 126,531 contacts received by Childline India on the topic are 45.8% of the 276,385 contacts received worldwide relating to access to services.

Contacts in this category concern issues of obtaining access to various services. They may involve questions about how to access particular services, problems with accessing them, being denied access to services altogether, or any other problem or issue related to accessing a service. These services include essential needs, education, healthcare, etc.

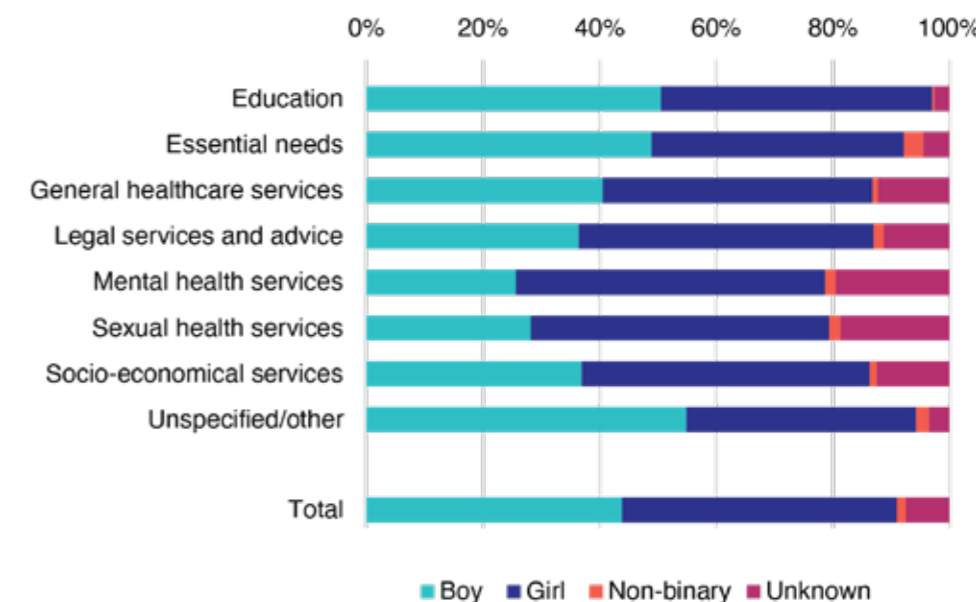
PERCENTAGE OF CONTACTS GLOBALLY BY SUB-CATEGORY

Access to **education** was the service child helplines were most often contacted about (37.5%). **Essential needs** accounted for nearly a quarter of such contacts (23.4%); Essential needs includes issues about, for example, access to shelter, safe drinking water or sanitation. **Legal services and advice** and **mental health services** were also commonly referenced sub-categories, accounting for 14.4% and 11.7% respectively).



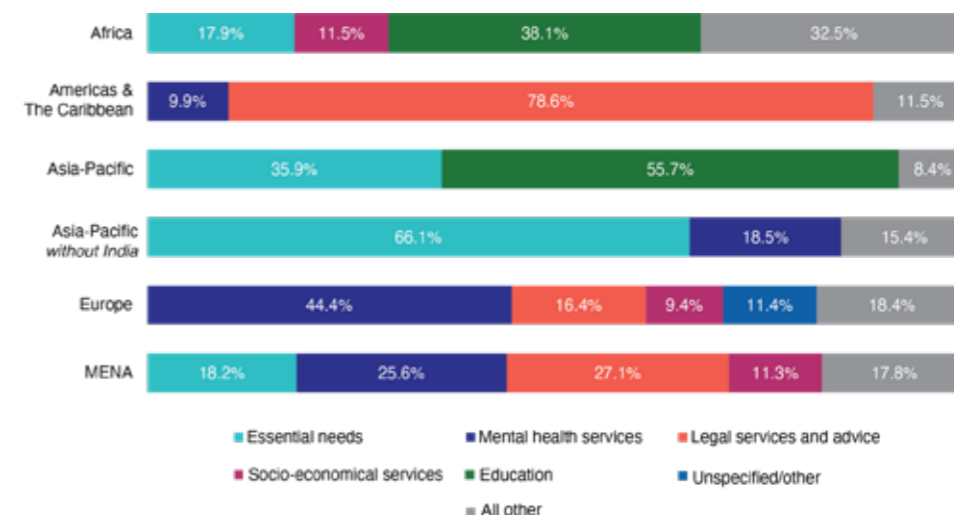
GENDER BREAKDOWN: ACCESS TO SERVICES

Boys and girls contacted child helplines with concerns about access to services with relatively similar frequency. Two notable exceptions were mental health services and sexual health services, both of which concerned girls significantly more than boys.



MOST COMMON SUB-CATEGORIES BY REGION

Essential needs was one of the most common sub-categories of access-to-services contacts in four out of the five region, as was mental health services (in Asia-Pacific, only when examining the data excluding those contacts reported by Childline India). Legal services and advice and socio-economical services were among the most common sub-categories in three of the five regions.





Our Members



AFRICA

BENIN

Sauver l'Enfant
☎ 138

BOTSWANA

Childline Botswana
☎ 11611
<http://childlinebotswana.org.bw>

BURKINA FASO

Allo 116
☎ 116
<http://www.action-sociale.gov.bf>

BURUNDI

Yaga Ndakumva
☎ 116
<http://www.droitshumains.gov.bi>

CAMEROON

Lignes Vertes Cameroun
<http://www.minproff.cm/liens-utiles/green-lines>

CÔTE D'IVOIRE

Allo Enfant en Détresse
☎ 116
<http://www.famille.gouv.ci>

DEMOCRATIC REPUBLIC OF CONGO

Tukinge Watoto
☎ 117
<http://www.warchild.uk.org/what-we-do/projects/drc>

ESWATINI

Eswatini Ministry of Education
☎ 116
<http://www.govpage.co.za/swaziland-education-and-training.html>

SWAGAA 951 Helpline
☎ 951
<http://www.swagaa.org.sz>

ETHIOPIA

Adama Child Helpline (ECFA)
☎ 919
<http://ecfaethiopia.org>

GAMBIA

Child Helpline Gambia
☎ +2209940239

GUINEA

AGUIAS 116
☎ 116

KENYA

Childline Kenya
☎ 116
<http://www.childlinekenya.co.ke>

LESOTHO

Child Helpline Lesotho
☎ 116

LIBERIA

My Voice, My Safety
☎ +231886521443 | +231777521443
<https://myvoicemysafety.org/>

MADAGASCAR

Ligne Verte 147 Madagascar
☎ 147
<http://www.azozaza.mg>

MALAWI

Tithandizane Helpline
☎ 116
<http://www.tithandizanehelpline.org>

MAURITANIA

LATEF
☎ 8000 1010
<http://www.amsme.org>

MAURITIUS

Child Helpline Mauritius
☎ +214 2451
<http://halleymovement.org/our-programs/child-helpline>

MOZAMBIQUE

Linha Fala Criança Child Helpline Mozambique
☎ 116
<http://www.linhafala.org.mz>

NAMIBIA

Lifeline/Childline Namibia
☎ 116
<http://www.lifelinechildline.org.na>

NIGERIA

Cece Yara Child Helpline
☎ 0800 800 8001
<http://www.ceceyara.org>

HDI Nigeria Child Helpline
☎ 0808 0551 376
<http://www.hdinigeria.org>

SENEGAL

Centre GINDDI - Allo 116
☎ 116

SIERRA LEONE

Childhelp Sierra Leone
<http://www.childhelpsl.org>

EEHR Sierra leone
<http://eehrsl.wix.com/eehrsl>

SOMALIA

WAAPO Child Helpline
☎ 334
<http://waapo.org>

SOUTH AFRICA

Childline South Africa
☎ 116
<http://www.childlinesa.org.za>

TANZANIA

Tanzania National Child Helpline
☎ 116
<http://www.sematazania.org/child-helpline>

TOGO

Allo 1011
☎ 1011

UGANDA

Sauti 116
☎ 116
<http://uchl.mglsd.go.ug>

ZAMBIA

Childline Zambia
☎ 116
<http://www.clzambia.org>

ZIMBABWE

Childline Zimbabwe
☎ 116
<http://www.childline.org.zw>

AMERICAS & THE CARIBBEAN

ARGENTINA	Línea 102 ☎ 102 http://www.buenosaires.gob.ar/cdnnya
ARUBA	Telefon Pa Hubentud Aruban Youth Telephone Line ☎ 131 http://131.aw
BOLIVIA	Línea 156 ☎ 156 http://lapaz.bo/smds/
BRAZIL	Safernet Brasil http://www.safernet.org.br
CANADA	Kids Help Phone ☎ 1 800 668 6868 http://kidshelpphone.ca
CHILE	Fonoinfancia ☎ 800 200 818 http://www.fonoinfancia.cl
	Línea Libre ☎ 1515 http://www.linealibre.cl
COLOMBIA	ICBF Colombia ☎ 141 http://www.icbf.gov.go
	Línea 106 Bogotá ☎ 106 http://www.saludcapital.gov.co/Paginas2/Linea106-inicio.aspx
	Te Guío ☎ 018005190690 www.teguiocolombia.org
COSTA RICA	Patronata Nacional de la Infancia (PANI) ☎ 1147 http://www.pani.go.cr
CURAÇAO	Ayudo pa mucha i hoben ☎ 918 http://www.918.cw
DOMINICAN REPUBLIC	Línea de ayuda Familiar CONTIGO ☎ +809 N636 3507 http://lineafamiliar.do
GRENADA	Sweet Water Foundation Child Helpline ☎ +473 800 4444 http://www.sweetwaterfoundation.ca
JAMAICA	SafeSpot ☎ +888 723 3776 http://www.safespotja.com
NICARAGUA	Línea 133 ☎ 133 http://www.mifamilia.gob.ni

PARAGUAY	Fono Ayuda ☎ 147 http://www.minna.gov.py/pagina/1224-fono-ayuda-147.html
SURINAME	KJT ☎ 123 http://www.bel123.org
TRINIDAD & TOBAGO	Childline Trinidad & Tobago ☎ 131 http://www.childlinett.org
URUGUAY	Línea Azul ☎ 0800 5050 http://www.inau.gub.uy
UNITED STATES OF AMERICA	2ndfloor Youth helpline ☎ 888 222 2228 http://www.2ndfloor.org
	Boys Town National Hotline ☎ 1 800 448 3000 http://www.yourlifeyourvoice.org
	Crisis Text Line Text: 741741 http://www.crisistextline.org
	National Child Abuse Hotline ☎ 1 800 422 4453 http://www.childhelp.org
	Polaris Text: 233733 http://www.polarisproject.org
	Stop It Now! ☎ 1 888 773 8368 http://www.stopitnow.org
	The Trevor Lifeline ☎ 866 488 7386 http://www.thetrevorproject.org

ASIA-PACIFIC

AFGHANISTAN	Voice of Children ☎ 0707 199 199 http://www.warchild.org.uk/what-we-do/projects/afghanistan
AUSTRALIA	Kids Helpline ☎ 1800 55 1800 http://www.kidshelp.com.au
BANGLADESH	Bangladesh Child Helpline ☎ 1098 http://www.dss.gov.bd
BHUTAN	Child Helpline Bhutan ☎ 1098 http://www.ncwc.gov.bt
BRUNEI DARUSSALAM	Talian Anak ☎ 121 http://www.japem.gov.bn
CAMBODIA	Child Helpline Cambodia ☎ 1280 http://www.childhelplinecambodia.org
FIJI	Child Helpline Fiji ☎ 1325 http://www.msp.org.fj
HONG KONG	Parent-Child Support Line ☎ 2755 1122 http://www.aca.org.hk
INDIA	Childline India ☎ 1098 http://www.childlineindia.org.in
INDONESIA	TePSA - Telepon Pelayanan Sosial Anak ☎ 1500771
JAPAN	Childline Japan ☎ 0120 99 7777 http://www.childline.or.jp
KAZAKHSTAN	Balaga Komek ☎ 150 http://www.telefon150.kz
KYRGYZSTAN	Helpline for Children ☎ 111 http://www.crdl.kg
LAOS	Vientiane Youthline ☎ 1361 (girls) 1371 (boys)
MALDIVES	Child Helpline 1412 ☎ 1412 http://www.gender.gov.mv
MONGOLIA	Child Helpline Mongolia ☎ 108 http://108.mn
NEPAL	Child Helpline Nepal ☎ 1098 http://www.cwin.org.np

NEW ZEALAND	0800 What's Up? ☎ 0800 942 8787 http://www.whatsup.co.nz
	Youthline ☎ 0800 376 633 http://www.youthline.co.nz
PAKISTAN	Madadgaar National Helpline ☎ 1098 http://www.madadgaar.org
PAPUA NEW GUINEA	1-Tok Kaunselin Helpim Lain ☎ 71508000 http://www.childfund.org.au
PHILIPPINES	Bantay Bata 163 ☎ 163 http://www.bantaybata163.com
SINGAPORE	Tinkle Friend Helpline ☎ 1800 2744 788 http://www.tinklefriend.sg
SRI LANKA	Childline Sri Lanka ☎ 1929 http://www.childprotection.gov.lk
TAIWAN	113 Protection Hotline ☎ 113 http://www.worldvision.org.tw
THAILAND	Childline Thailand - Saidek 1387 ☎ 1387 http://www.childlinethailand.org
UZBEKISTAN	Children & Family Support Centre
VANUATU	Vanuatu Youth Toll-Free Helpline ☎ 087777 http://vfha15.wordpress.com
VIETNAM	National Hotline for Child Protection ☎ 111 http://tongdai111.vn

EUROPE

ALBANIA	Alo 116 Albania ☎ 116 111 http://www.alo116.al
ARMENIA	FAR Child Protection Hotline & Helpline ☎ 0800 61 111 http://www.farusa.org
AUSTRIA	147 Rat Auf Draht ☎ 147 http://www.rataufdraht.at
AZERBAIJAN	Azerbaijan Child Helpline ☎ +99412 4802280 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 http://www.sacp.government.bg
CROATIA	Hrabritelefon ☎ 116 111 http://hrabritelefon.hr
CYPRUS	Call 116111 Cyprus ☎ 116 111 http://www.call116111.com
CZECHIA	Linka Bezpečí ☎ 116 111 http://www.linkabezpeci.cz
DENMARK	Børne Telefonen ☎ 116 111 http://bornetelefonen.dk
ESTONIA	Lasteabi ☎ 116 111 http://www.lasteabi.ee
FINLAND	Child and Youth Phone ☎ 116 111 http://www.mll.fi/nuortennetti
FRANCE	Allô Enfance en Danger ☎ 119 http://www.allo119.gouv.fr
GERMANY	Kinder- und Jugendtelefon ☎ 116 111 http://www.nummergegenkummer.de/kinder-und-jugendtelefon.html
GREECE	The Smile of the Child ☎ 116 111 / 1056 http://www.hamogelo.gr
	Together for Children ☎ 11525 http://www.mazigiatopaidi.gr

HUNGARY	Lelkiségy-vonal ☎ 116 111 http://www.kek-vonal.hu/igy-segitunk/a-116-111-segelyvonrol
ICELAND	Hjálparsiminn / Red Cross Iceland ☎ 1717 http://www.raudikrossinn.is
IRELAND	ISPCC Childline ☎ 1800 66 66 66 http://www.ispcc.ie/childline
ISRAEL	ERAN (Emotional First Aid in Israel) ☎ 1201 http://en.eran.org.il
	NATAL Helpline ☎ 1800 363 363 http://www.natal.org.il
ITALY	Hello Telefono Azzurro ☎ 19696 http://www.azzurro.it
LATVIA	Uzticibas Tālrunis ☎ 116 111 / 800 6008 http://www.bti.gov.lv/lat/uztivibas_talrunis
LIECHTENSTEIN	Pro Juventute ☎ 147 http://www.147.ch
LITHUANIA	Vaiku Linija ☎ 116 111 http://www.vaikulinija.lt
LUXEMBOURG	Kanner Jugendtelefon KJT ☎ 116 111 http://www.kjt.lu
MALTA	Kellimni http://www.kellimni.com
	Support Line 179 ☎ 116 111 / 179 http://fsws.gov.mt/en/appogg/Pages/support-line-179.aspx
MOLDOVA	Telefonul Copilului ☎ 116 111 http://telefonulcopilului.md
NETHERLANDS	De Kindertelefoon ☎ 116 111 / 0800 0432 http://kindertelefoon.nl
	Helpwanted ☎ +31 20 261 5275 http://helpwanted.nl
NORTH MACEDONIA	Alo Bushavko ☎ +389 703 90632 http://www.childrensembassy.org.mk

MIDDLE EAST & NORTHERN AFRICA

NORWAY	Alarmtelefonen for barn og unge ☎ 116 111 http://www.116111.no
	Kors På Halsen ☎ 800 333 21 http://korspaahalsen.rodekors.no
POLAND	Telefon Zaufania ☎ 116 111 http://www.fdds.pl
PORTUGAL	SOS Criança ☎ 116 111 http://iacrianca.pt/intervencao/sos-crianca
ROMANIA	Telefonul Copilului ☎ 116 111 http://www.telefonulcopilului.ro
SERBIA	NADEL ☎ 116 111 http://nadel-decijalinija.org
SLOVAKIA	Linka Detskej Istoty ☎ 116 111 / 0800 500 500 http://www.lidi.sk
SLOVENIA	National Telephone Helpline TOM ☎ 116 111 http://www.e-tom.si
SPAIN	Teléfono ANAR de Ayuda a Niños y Adolescentes ☎ 116 111 http://www.anar.org/necesitas-ayuda-telefono-ninos-adolescentes
SWEDEN	BRIS ☎ 116 111 http://www.bris.se
SWITZERLAND	Pro Juventute Beratung + Hilfe 147 ☎ 147 http://www.147.ch
TÜRKIJE	Gençlik Destek Hattı ☎ 0850 455 0070 http://www.genclikdestekhatti.org.tr
UKRAINE	Ukraine National Child Toll-Free Hotline ☎ 116 111 / 0800 500 225 http://www.la-strada.org.ua
UNITED KINGDOM	BEAT ☎ 0808 801 0677 http://www.beateatingdisorders.org.uk
	Childline UK ☎ 116 111 / 0800 1111 http://www.childline.org.uk
	HopelineUK ☎ 0800 068 4141 http://www.papyrus-uk.org/hopelineuk

ALGERIA	Je t'écoute ☎ 3033 http://www.nada-dz.org
BAHRAIN	Child Helpline 998 ☎ 998 http://www.mlsd.gov.bh/en/childhood/childhood_care/998
EGYPT	Child Helpline Egypt ☎ 16000 http://www.nccm.gov.eg
IRAQ	116 Child Helpline - Kurdistan Region ☎ 116 http://www.molsa.gov.iq
JORDAN	Jordan River Foundation 110 Helpline ☎ 110 http://www.jordanriver.jo
KUWAIT	Help Hotline 147 ☎ 147 http://kncpp.com
LEBANON	Higher Council for Childhood http://std.atfalouna.gov.lb
	Naba'a http://www.nabaa-lb.org
PALESTINE	Sawa 121 ☎ 121 http://www.sawa.ps
QATAR	Hotline 919 ☎ 919 http://www.aman.org.qa
SAUDI ARABIA	Saudi Child Helpline ☎ 116 111 / +9661 252 0088 http://www.nfsp.org.sa
SUDAN	Child Helpline 9696 ☎ 9696 http://www.fcpcu.gov.sd
UNITED ARAB EMIRATES	Child Helpline (Sharjah) ☎ 800700 http://sssd.shj.ae
	DFWAC Helpline (Dubai) ☎ 800111 http://www.dfwac.ae



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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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