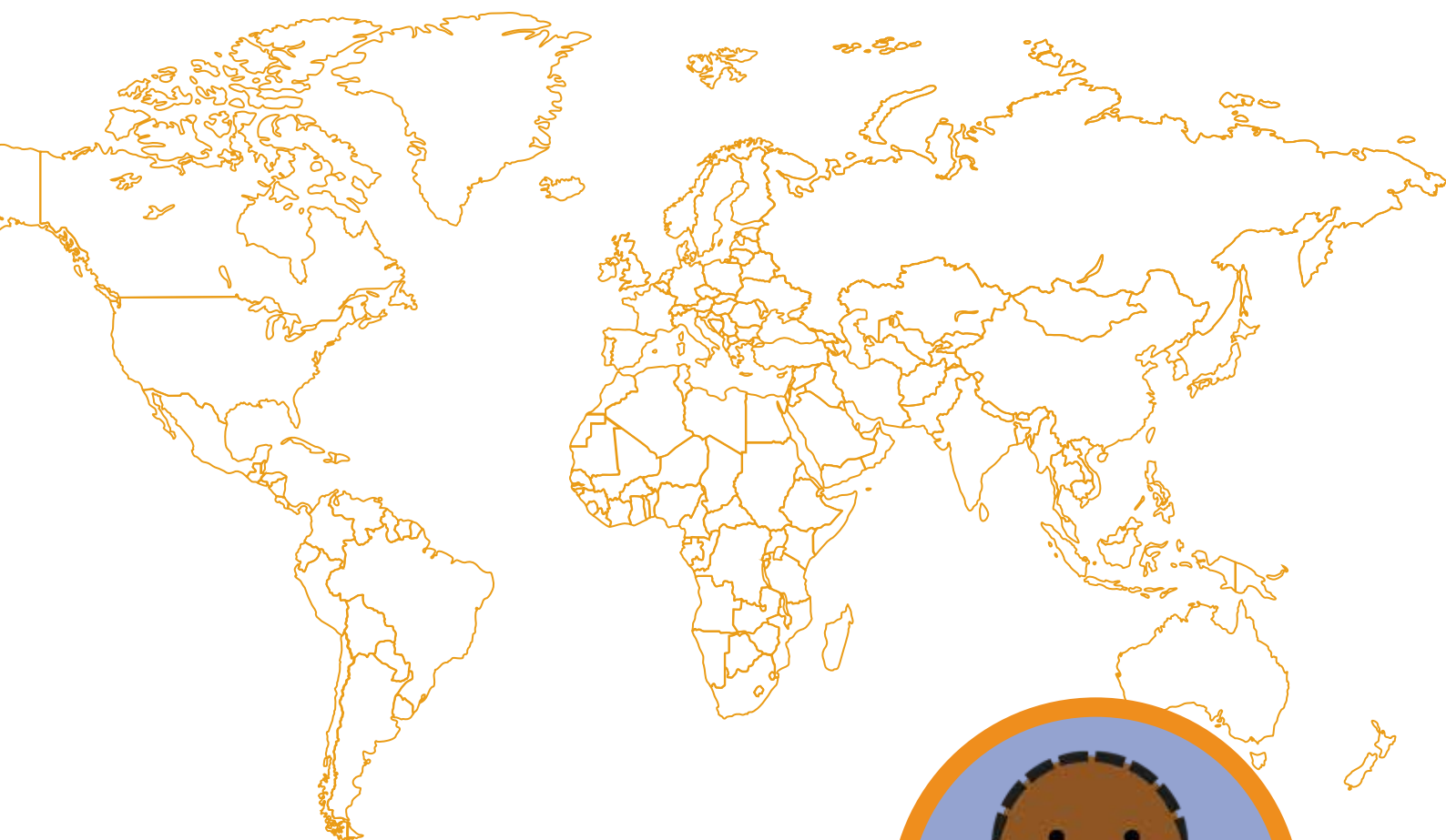


Voices of Children & Young People Around the World

Global Child Helpline Data from 2022



Technical Report

Child Helpline International

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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 anonymized.



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Foreword

I am excited to introduce to you Child Helpline International’s latest resource – a technical data report, offering a deeper dive into the findings we present in “*Voices of Children and Young People Around the World – Global Child Helpline Data from 2022*”. This comprehensive report is a testament to the dedication and hard work of our network’s members. Their efforts in collecting and submitting the data are fundamental to the research we are able to do.

On a personal note, this marks the first report released under my stewardship as the Data and Research Manager at Child Helpline International. As I step into this role, I am deeply conscious of the legacy left by Dr Andrea Pereira. After many years of remarkable service, Andrea has now embarked on new adventures, and we wish her all the best. Andrea’s contributions to our organization cannot be understated; Her dedication, tenacity, and commitment to improving the data we collect and present to the world set a high bar. I am both honoured and challenged to continue on the path she has set.

We hope this report serves to inform our professional colleagues who are keen on delving deep into child helpline data. Sharing with you the experiences of children and young people directly from their mouths allows us to amplify their voices and promote their rights – together.



Anastasia Shuster, PhD
Data and Research Manager
Child Helpline International

Key Takeaways

In 2022 our child helpline members received **12,637,633** contacts.

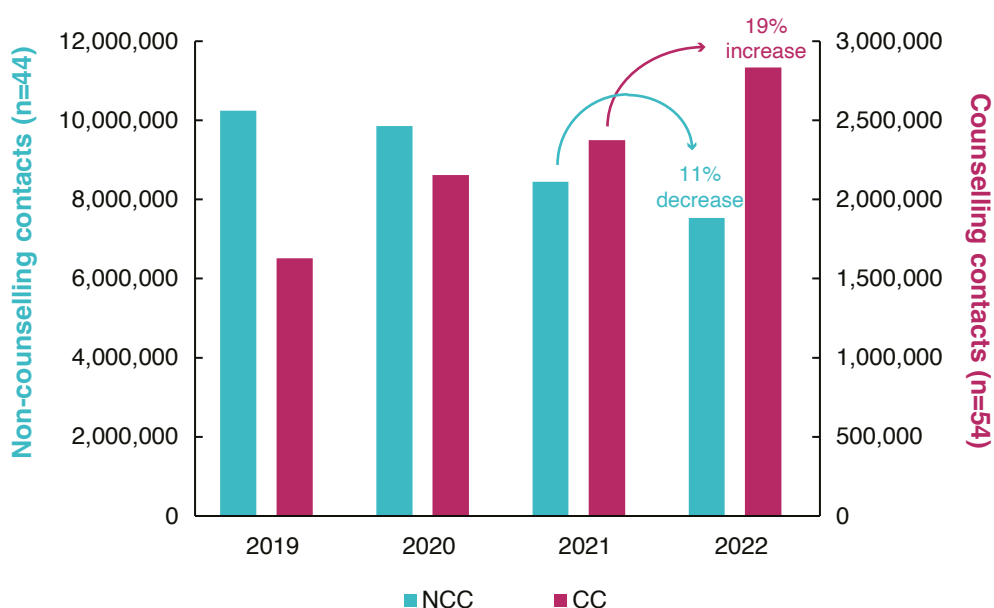
Of these, **3,765,975** were counselling contacts (counselling contacts are those where the child helpline provided support to the caller) and **8,871,658** were non-counselling contacts (non-counselling contacts are those where the child helpline was not able to provide support to the caller due to the nature of the contact; e.g. missed contacts, silent contacts, etc.).

Type of contact	Number of contacts
Counselling contacts	3,765,975
Non-counselling contacts	8,871,658
TOTAL	12,637,633

CHANGE IN AMOUNT OF CONTACTS

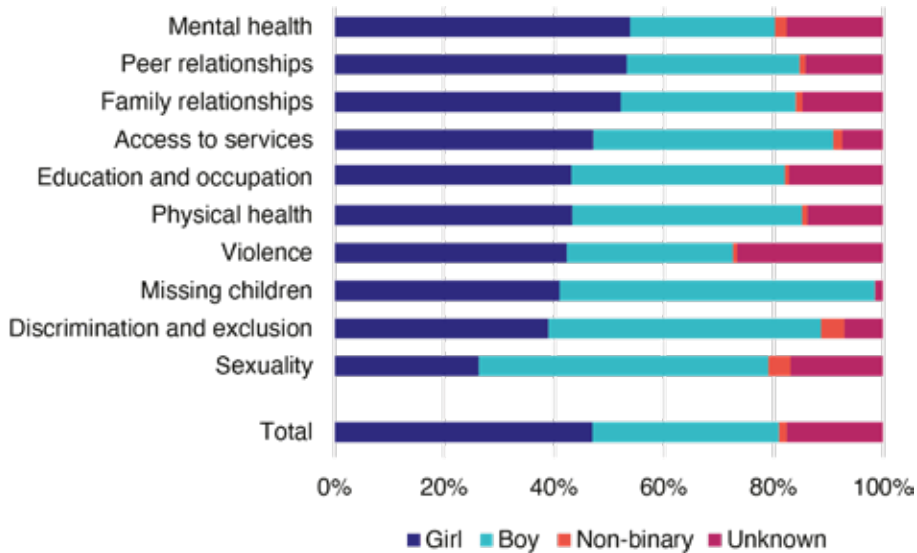
We observe a steady and substantial increase in counselling contacts over the years, with a 19.4% increase from 2021 to 2022, and a total increase of 74% across the entire four-year time period (2019 to 2022).

In contrast, non-counselling contacts have dropped considerably over the past four 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 **family relationships** and **peer relationships**, where girls constitute a significant majority, and **mental health** concerns, for which girls contacted twice as often as boys. Two notable exceptions are **missing children** and **sexuality** where contacts concerned boys more often.



MOST COMMON REASONS TO CONTACT CHILD HELPLINES

Mental health and **violence** were the two most common reasons for contact reported by the child helplines globally. Over half of the contacts received by child helplines are related to one of these two topics. Access to services was one of the three most common reasons in three of 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** or **fear and anxiety problems**. Similarly common were concerns related to Suicidal thoughts and suicide attempts, followed by **self-harming behaviour** and **concerns about the self**.

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

Physical violence and **mental/emotional violence** were equally common violence-related reasons to contact child helplines in 2022. **Neglect, bullying** and **sexual violence** followed. Together, these subcategories accounted for three-quarters of all violence-related contacts.

Introduction

Child Helpline International is a collective impact organization with 155 child helpline members in 133 countries and territories around the world (as of September 2023). We coordinate information, viewpoints, knowledge and data from our child helpline members, partners and external sources. These exceptional resources are used to help and support child protection systems globally, regionally and nationally, and to help our members advocate for the rights of children and young people to amplify their voices. 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. This report presents the compilation and analysis of the data on the contacts received by child helplines in 2022. Depending on the requirements of their counselling and research activities, our child helpline members record various information for every contact they receive. In order to understand why children and young people are contacting child helplines we work closely with our members to create a common categorization of these contacts. This categorization covers the broad issues or reasons for making contact with child helplines, as well as different types of background information, all of which are divided further into sub-categories. It also includes information on the actions taken by the child helplines beyond the contact (if any).

METHODOLOGY

At the beginning of January 2023, we invited our members to submit their data by filling in an online survey (using the software Qualtrics). The survey was available in four languages: English, French, Spanish and Arabic. It comprised three main sections: background information about the children and young people making contact (nine categories including age, whether or not they were members of vulnerable groups, and the method of contact they used); reasons why the child helplines were being contacted (11 categories including violence, mental health and family relationships); and the actions taken by the child helplines beyond the provision of support during the contact (10 types of action, including direct interventions by the child helpline itself or referrals to child protection services). For all categories, we requested that the child helplines provide the number of contacts received in 2022, disaggregated by the gender of the child or young person concerned (including when the gender was not known, or when the caller identified as non-binary).

RESPONDENTS

We received data from 85 child helplines, representing 56% of the 151 members we asked to submit. In this report, sample size varies across analyses as a function of missing data.

IMPORTANT NOTES

It should be noted that the content and level of detail of information recorded for each contact is the prerogative of the child helplines themselves and is not directed by Child Helpline International. Therefore, these categories might differ from the categories used by some child helplines when they originally collected their data.

It should also be noted that child helplines have differing practices relating to the information recorded. Whereas some indicate the reason given for calling by the child or young person, others indicate the reason identified by the counsellor, which in some cases might not be the same.

Finally, it should also be noted that while an absence of contacts in a particular category could mean that the child helpline did not receive any contacts pertaining to that category, it might also mean that the child helpline simply does not collect that particular data.

Global Overview

Global (n=85)

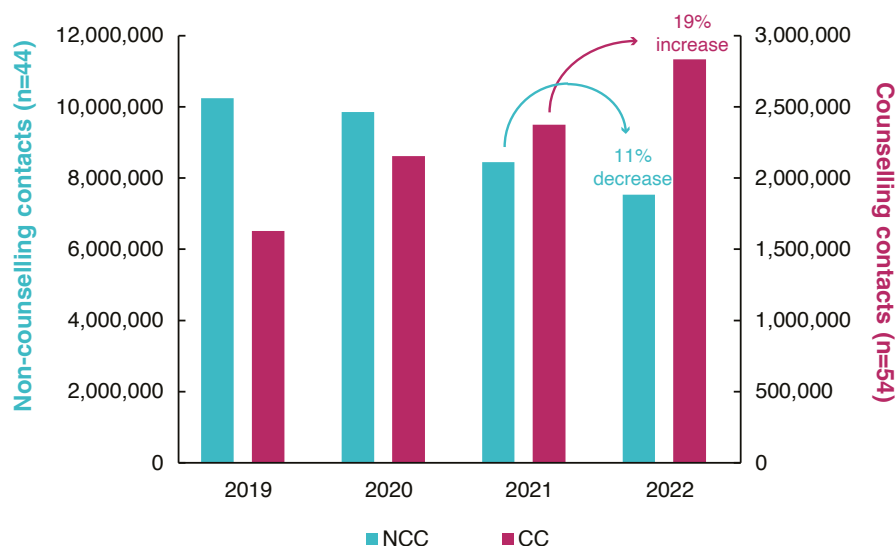
Here we present some findings from our analyses at the global level, i.e., including all responding child helplines from all five regions. Only counselling contacts are included here. We first focus on some background information about the children that the contacts concern, before moving to the reasons behind these contacts.

CONTACTS RECEIVED

In 2022 our child helplines received a total of **12,637,633** contacts. Of these, **3,765,975** were counselling contacts, i.e., those where the child helpline provided support to the caller, and **8,871,658** were non-counselling contacts – where the child helpline was not able to provide support to the caller due to the nature of the contact (i.e., missed contacts, silent contacts, etc.).

Type of contact	Number of contacts	Percentage
Counselling contacts	3,765,975	29.8%
Non-counselling contacts	8,871,658	70.2%
TOTAL	12,637,633	

These figures include contacts received by the 85 members of the Child Helpline International network that submitted their data for 2022. Of them, 80 have submitted data related to 2021 as well, allowing us to compare the number of contacts across the years. We find a 26% increase in counselling contacts in those 80 child helplines from 2021 to 2022. Additionally, 54 child helplines have consistently submitted data for the past four years (2019-2022). 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 time period (2019 to 2022). In contrast, non-counselling contacts have *dropped* considerably over the past four years – 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.

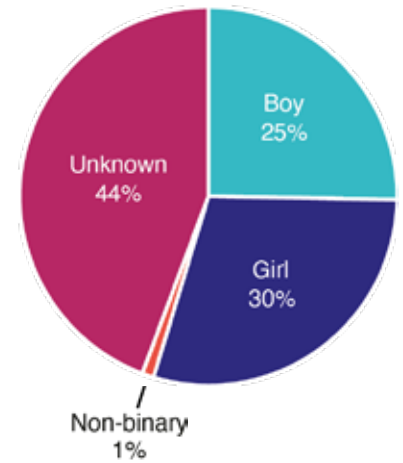


BACKGROUND INFORMATION

We obtained data from 83 child helplines for at least one category of background information, representing a 97.6% response rate for this section of the survey.

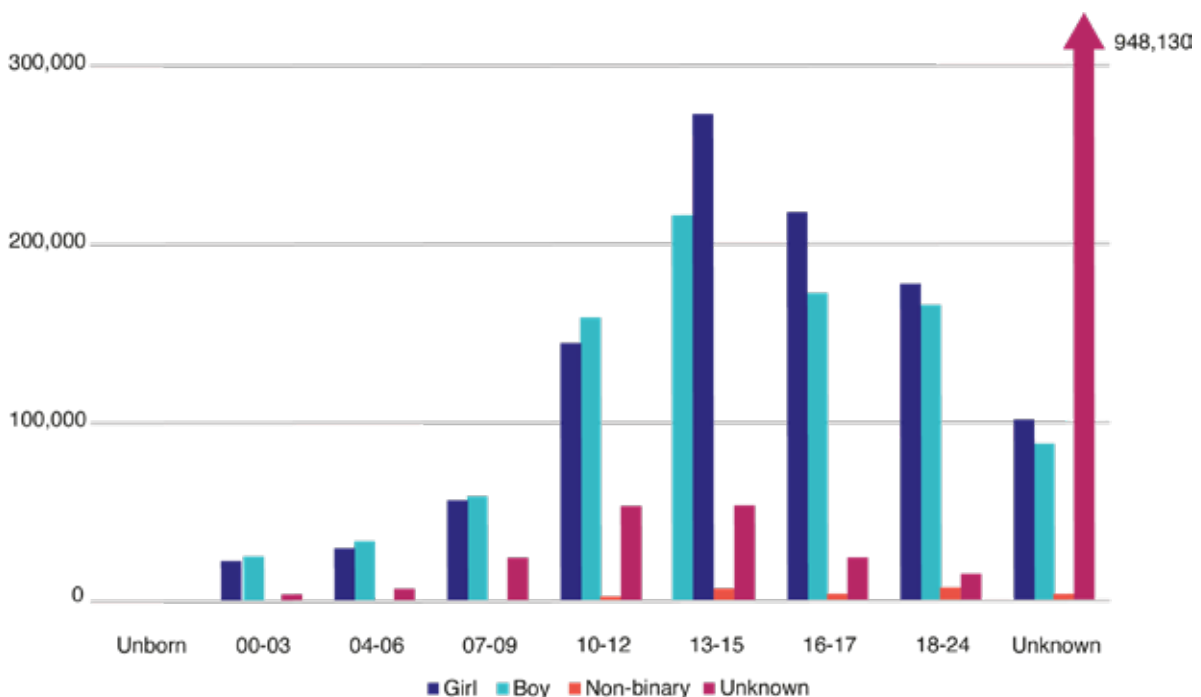
AGE (n=83)

A third of counselling contacts received by the child helplines came from children and young people whose age was **unknown** (36.8%). Of those whose age is known, most contacts concerned young people aged **13-15 years old** (17.7%), followed by **16-17 years old** (13.5%), **18-24 years old** (11.8%) and **10-12 years old** (11.6%). Children under 10 account for a small fraction of contacts worldwide. It should be noted that contacts from the two youngest subcategories are exclusively contacts from adults on behalf of children.



Age	Number of contacts	Percentage
Unknown	1,141,477	36.8%
13-15 years old	549,578	17.7%
16-17 years old	418,897	13.5%
18-24 years old	365,865	11.8%
10-12 years old	359,572	11.6%
7-9 years old	140,303	4.5%
4-6 years old	70,313	2.3%
0-3 years old	52,048	1.7%
Unborn	796	0.03%
TOTAL	12,637,633	

Age distribution was relatively similar for girls and boys, although boys accounted for the most contacts by young children and girls for the most contacts by older children and young people. As could be expected, where the age was unknown the gender was usually also unknown (83%). The number of contacts from non-binary children was too low to draw any conclusions as they only accounted for 1% of the contacts.

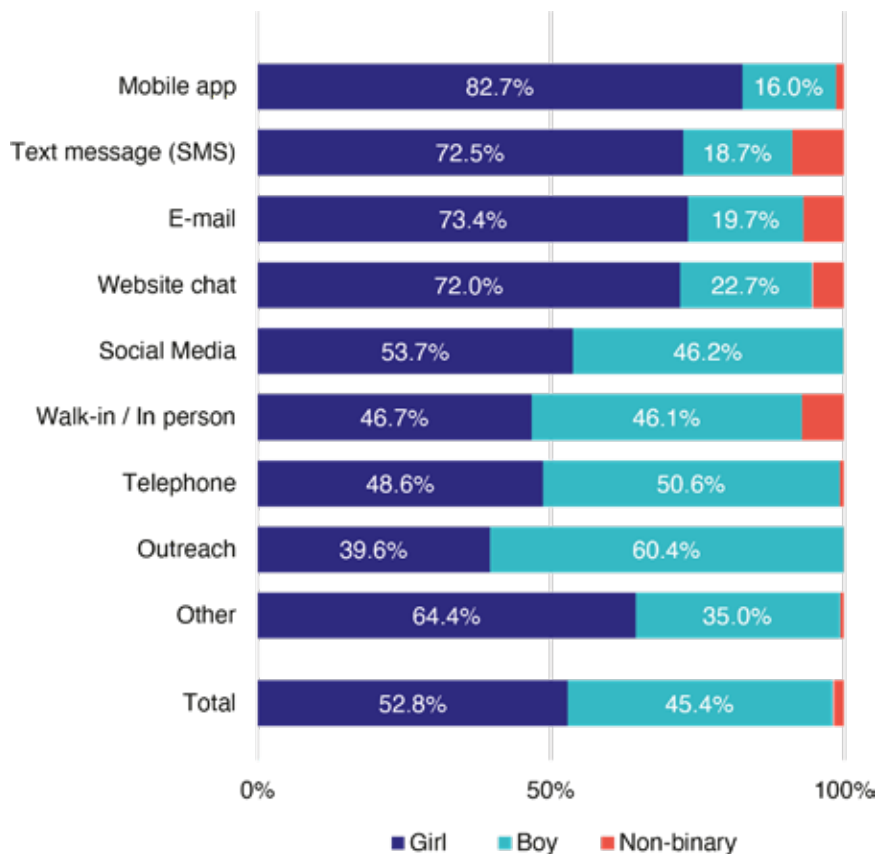


METHOD OF CONTACT (n=79)

Most contacts received by child helplines worldwide in 2022 were made via **telephone** (68.8%). All other categories account for less than 10% each. The second and third most common methods of contact were **website chat** (9.3%) and **e-mail** (5.5%).

Method of contact	Number of contacts	Percentage
Telephone	2,566,703	68.8%
Website chat	347,092	9.3%
e-mail	205,149	5.5%
Outreach	183,763	4.9%
Other	154,883	4.2%
Social media	140,151	3.8%
Text message (SMS)	57,682	1.5%
Walk-in / in person	55,434	1.5%
Mobile app	15,556	0.42%
Website forum	3,834	0.1%
Post	1,730	0.05%
Bulletin board	73	0%
TOTAL	3,732,050	

Most contacts are from children and young people whose gender is unknown (46%). For those whose gender is known (see plot below, focusing solely on contacts where the child’s gender was known), boys were more likely to contact through oral means of communication – outreach (60%) and telephone (51%). Conversely, girls were more likely to use written forms of contact – e-mail (73%), mobile apps (83%), social media (54%), SMS (73%) and website chat (72%).



MAIN REASONS FOR CONTACT (n=85)

The table below presents the number of contacts received in our network in 2022 related to each of the 10 reasons for contact from our framework, and their related percentages and ranks. Please note that the added number of reasons does not match the overall number of counselling contacts, as some contacts might relate to multiple reasons, to reasons that are not covered by our framework, or the reporting child helplines might not have reported data on the reasons underlying each of their received counselling contacts¹.

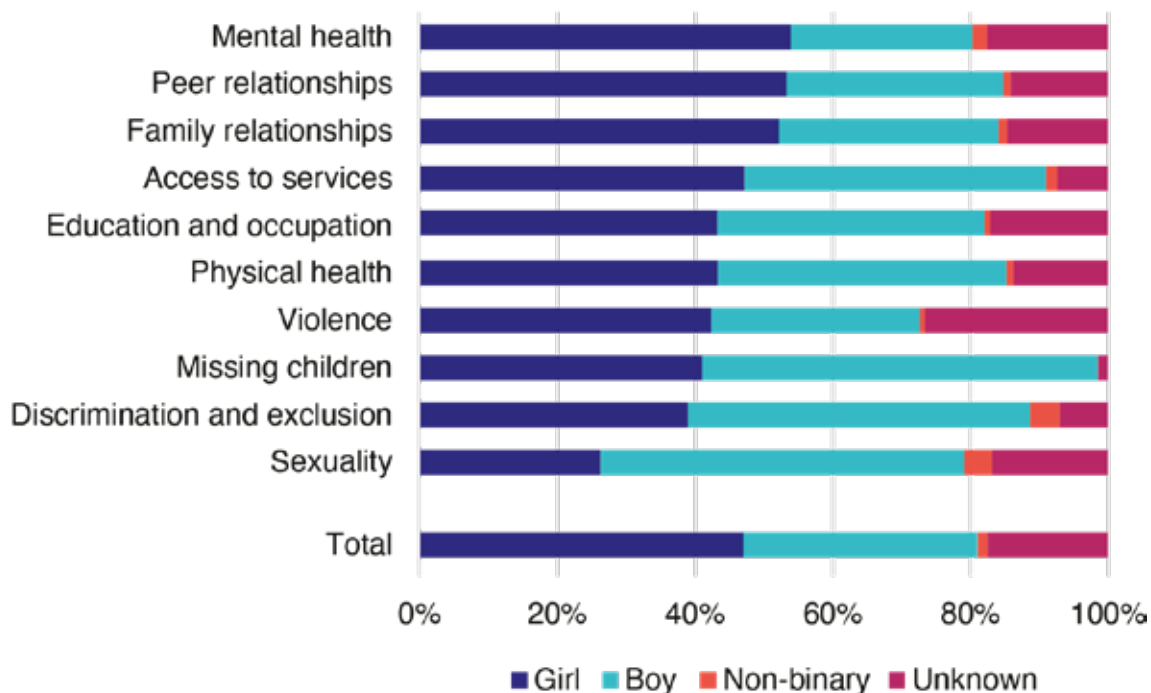
Although we obtained data from all 85 (100%) child helplines on the reasons at a categorical level as outlined by our Data Framework, it is important to note that not all child helplines report on every reason for contact at a (sub-)category level.

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 child helplines are related to one of these two topics, both of which are identified as focal areas for Child Helpline International. To round off the five main reasons for contacts, globally child helplines also reported significant numbers of contacts relating to **access to services** (10.4%), **family relationships** (9.5%), and **peer relationships** (8.2%).

Reason for contact	Number of contacts	Percentage
Mental health	710,627	26.6%
Violence	691,598	25.9%
Access to services	276,385	10.4%
Family relationships	252,747	9.5%
Peer relationships	220,114	8.2%
Physical health	185,101	6.9%
Sexuality	125,930	4.7%
Education and occupation	121,474	4.6%
Missing children	73,995	2.8%
Discrimination and exclusion	11,001	0.41%
TOTAL	2,668,972	

For nearly all reasons for contact, girls contacted child helplines more often than other modalities of gender. Two notable exceptions are **missing children** and **sexuality**, where contacts were made by boys more often (58% and 53%, respectively). For contacts relating to **mental health** concerns, girls contacted twice as often as boys (54% compared to 26%). Similarly, girls contacted more often with issues relating to **family relationships** and **peer relationships** (52% and 53%, respectively). For a small number of reasons for contact, boys and girls contacted child helplines in roughly equal amounts (**physical health**, **access to services**).

1. For example, Childline Zimbabwe only logs reasons for contact for those contacts that require follow-up, which are a minority of the contacts they receive.



Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Missing children	30,270 (41%)	42,634 (58%)	38 (0%)	1,053 (1%)	73,995
Violence	292,281 (42%)	209,978 (30%)	5,392 (1%)	183,947 (27%)	691,598
Mental health	381,869 (54%)	187,328 (26%)	16,384 (2%)	125,046 (18%)	710,627
Physical health	79,983 (43%)	77,751 (42%)	1,852 (1%)	25,515 (14%)	185,101
Access to services	130,140 (47%)	121,223 (44%)	4,396 (2%)	20,626 (7%)	276,385
Discrimination and exclusion	4,278 (39%)	5,477 (50%)	473 (4%)	773 (7%)	11,001
Family relationships	131,724 (52%)	80,740 (32%)	3,135 (1%)	37,148 (15%)	252,747
Peer relationships	117,012 (53%)	69,498 (32%)	2,434 (1%)	31,170 (14%)	220,114
Education and occupation	52,382 (43%)	47,319 (39%)	939 (1%)	20,834 (17%)	121,474
Sexuality	32,951 (26%)	66,644 (53%)	5,063 (4%)	21,272 (17%)	125,930
TOTAL	1,252,890 (47%)	908,592 (34%)	40,106 (2%)	467,384 (18%)	2,668,972

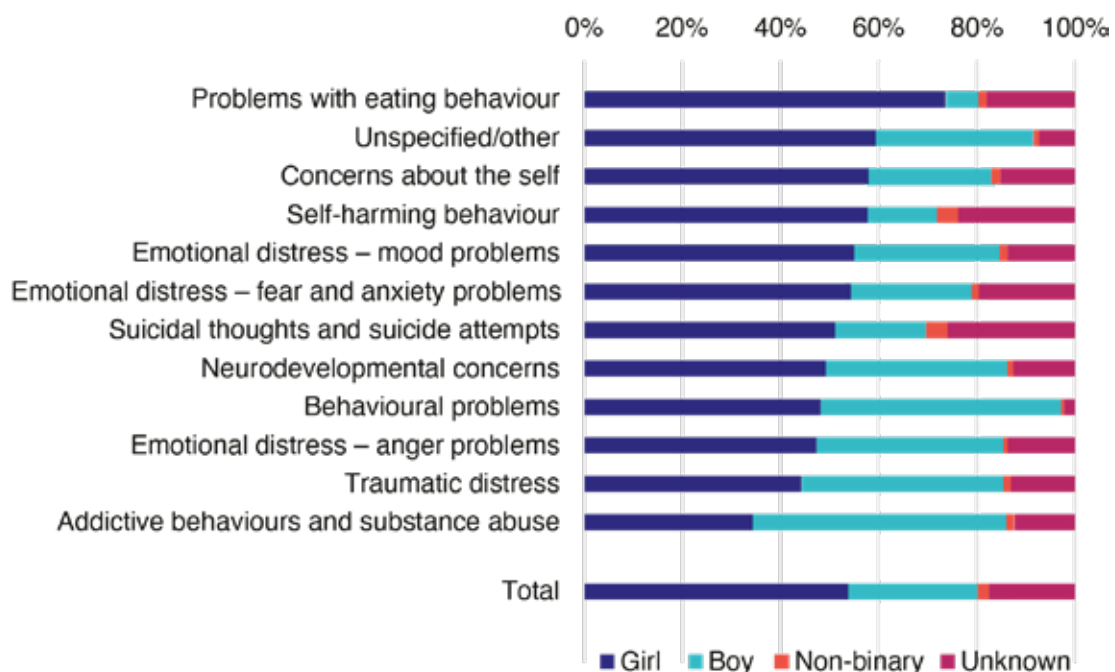
MENTAL HEALTH: DEEP DIVE (n=79)

Mental health was the **most common reason** for children and young people to contact child helplines worldwide in 2022, with **710,627** contacts recorded.

Mental health sub-category	Contacts	Percentage
Emotional distress – mood problems	153,666	21.6 %
Emotional distress – fear and anxiety problems	148,568	20.9 %
Suicidal thoughts and suicide attempts	130,933	18.4 %
Self-harming behaviour	67,107	9.4 %
Concerns about the self	51,691	7.3 %
Unspecified/other	49,590	7 %
Addictive behaviours and substance use	35,904	5.1 %
Emotional distress – anger problems	22,877	3.2 %
Problems with eating behaviour	19,307	2.7 %
Behavioural problems	14,938	2.1 %
Traumatic distress	10,762	1.5 %
Neurodevelopmental concerns	5,284	0.74 %
TOTAL	710,627	

Emotional distress was the most common mental health concern reported by child helplines in 2022, whether related to **mood problems** (21.6%) or **fear and anxiety problems** (20.9%). Almost as common as each of these sub-categories were **suicidal thoughts and suicide attempts** (18.4%). These main sub-categories were followed by **self-harming behaviour** (9.4%) and **concerns about the self** (7.3%).

Girls contacted child helplines significantly more than boys with all issues related to emotional distress (anger, fear and anxiety, mood). This was also true for suicidal thoughts and suicide attempts, concerns about the self, self-harming behaviours and problems with eating behaviour. Boys contacted more with issues related to addiction, and they were as likely as girls to contact with issues related to behavioural problems and traumatic distress



Mental health sub-category	Girl	Boy	Non-binary	Unknown	Totals
Addictive behaviours and substance use	12,346 (34%)	18,572 (52%)	575 (2%)	4,411 (12%)	35,904
Behavioural problems	7,181 (48%)	7,324 (49%)	111 (1%)	322 (2%)	14,938
Concerns about the self	29,904 (58%)	12,946 (25%)	1,027 (2%)	7,814 (15%)	51,691
Emotional distress – anger problems	10,797 (47%)	8,740 (38%)	198 (1%)	3,142 (14%)	22,877
Emotional distress – fear and anxiety problems	80,608 (54%)	36,670 (25%)	2,091 (1%)	29,199 (20%)	148,568
Emotional distress – mood problems	84,428 (55%)	45,646 (30%)	111 (1%)	21,027 (14%)	153,666
Neurodevelopmental concerns	2,600 (49%)	1,955 (37%)	63 (1%)	7,814 (20%)	5,284
Problems with eating behaviour	14,202 (74%)	1,289 (7%)	350 (2%)	3,466 (18%)	19,307
Self-harming behaviour	38,740 (58%)	9,501 (14%)	2,889 (4%)	15,977 (24%)	67,107
Suicidal thoughts and suicide attempts	66,837 (51%)	24,332 (19%)	5,761 (4%)	34,003 (26%)	130,933
Traumatic distress	4,762 (44%)	4,430 (41%)	170 (2%)	1,400 (13%)	10,762
Unspecified/other	29,464 (59%)	15,923 (32%)	350 (4%)	3,619 (7%)	49,590
TOTAL	381,869 (54%)	187,328 (26%)	16,321 (2%)	125,046 (18%)	710,627

VIOLENCE: DEEP DIVE (n=83)

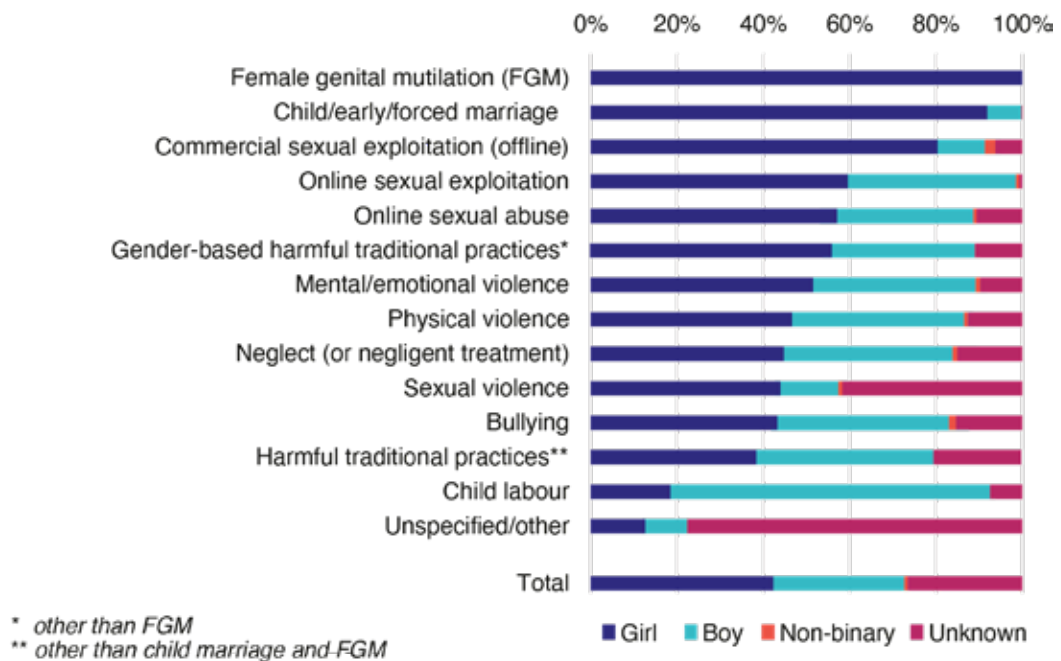
Violence was the **second most common reason** for contacting child helplines in 2022, with **691,598** contacts recorded.

Violence sub-category	Contacts	Percentage
Physical violence	119,351	17.3 %
Unspecified/other	116,326	16.8 %
Mental/Emotional violence	113,539	16.4 %
Sexual violence	95,951	13.9 %
Bullying	73,638	10.6 %
Neglect (or negligent treatment)	71,159	10.3 %
Child/Early/Forced marriage	44,193	6.4 %
Child labour	39,078	5.7 %
Gender-based harmful traditional practices (other than FGM)	9,396	1.4 %
Harmful traditional practices other than child marriage and FGM	4,181	0.6 %

Violence sub-category	Contacts	Percentage
Online sexual abuse	3,245	0.47 %
Commercial sexual exploitation (offline)	957	0.14 %
Online sexual exploitation	439	0.06 %
Female Genital Mutilation (FGM)	145	0.02 %
TOTAL	691,598	

Physical violence (17.3%), **unspecified/other** (16.8%), **mental/emotional violence** (16.4%) and **sexual violence** (13.9%) were similarly common violence-related reasons to contact child helplines in 2022. **Bullying** (10.6%) and **neglect (or negligent treatment)** (10.3%) followed. Together, these sub-categories accounted for 85.3% of all violence-related contacts.

Boys and girls are similarly troubled by **bullying**, **neglect** and **physical violence**. Boys contacted more often than girls with issues relating to **child labour**. Girls contacted more for **emotional violence** and for all topics related to **gender-based violence – harmful traditional practices and female genital mutilation (FGM)**, as well as both **offline and online sexual abuse and exploitation**.



Violence sub-category	Girl	Boy	Non-binary	Unknown	Totals
Bullying	31,821 (43%)	29,196 (40%)	1,316 (2%)	11,305 (15%)	73,638
Child/Early/Forced marriage	40,605 (92%)	3,510 (8%)	3 (0%)	75 (0%)	44,193
Child labour	7,207 (18%)	28,946 (74%)	-	2,925 (7%)	39,078
Commercial sexual exploitation (offline)	769 (80%)	104 (11%)	24 (3%)	60 (6%)	957

Violence sub-category	Girl	Boy	Non-binary	Unknown	Totals
Female Genital Mutilation (FGM)	145 (100%)	-	-	-	145
Gender-based harmful traditional practices (other than FGM)	5,263 (56%)	3,088 (33%)	7 (0%)	1,038 (11%)	9,396
Harmful traditional practices other than child marriage and FGM	1,606 (38%)	1,718 (41%)	4 (0%)	853 (20%)	4,181
Mental/emotional violence	58,453 (51%)	42,705 (38%)	1,145 (1%)	11,236 (10%)	113,539
Neglect (or negligent treatment)	31,855 (45%)	27,813 (39%)	778 (1%)	10,713 (15%)	71,159
Online sexual abuse	1,852 (57%)	1,023 (32%)	24 (1%)	346 (11%)	3,245
Online sexual exploitation	261 (59%)	171 (39%)	4 (1%)	3 (1%)	439
Physical violence	55,767 (47%)	47,473 (40%)	1,014 (1%)	15,097 (13%)	119,351
Sexual violence	42,044 (44%)	12,884 (13%)	944 (1%)	40,079 (42%)	95,951
Unspecified/other	14,633 (13%)	11,347 (10%)	129 (0%)	90,217 (78%)	116,326
TOTAL	292,281 (42%)	209,978 (30%)	5,381 (1%)	183,944 (27%)	691,598

Regional focus

Africa (n=14)

We obtained data from 14 child helplines located in 14 countries, representing 42% of our full members in the Africa region.

Type of contact	Number of contacts
Counselling contacts	1,347,207
Non-counselling contacts	1,510,402
TOTAL	2,857,609

Country	Number of contacts	Percentage
Zimbabwe	1,039,404	36.4 %
Zambia	450,389	15.8 %
Tanzania	325,489	11.4 %
South Africa	314,281	11 %
Uganda	292,040	10.2 %
Mozambique	170,655	6 %
Kenya	162,056	5.7 %
Malawi	80,869	2.8 %
Mauritania	6,485	0.23 %
Burundi	4,518	0.16 %
Namibia	4,459	0.16 %
Botswana	3,124	0.11 %
Lesotho	2,517	0.09 %
Sierra Leone	1,323	0.05 %
TOTAL	2,857,609	

Note, that our member with the most contacts in the region, Childline Zimbabwe, only logs detailed information about contacts that require follow-up, which are a minority of the contacts they receive. Thus, in many of the categories below, contacts are categorized as **unknown**, including their gender.

AGE (n=14)

We obtained information about the ages of **1,358,043** contacts across 14 child helplines who reported data for this variable.

Most contacts, almost two thirds, came from young people who age is **unknown** (64.5%), followed by **18-24 years old** (11.4%), and young people aged **16-17** (7.7%). Very few contacts were recorded for children younger than 9. This low contact rate is to be expected as they are exclusively contacts from adults on behalf of children.

The large number of contacts whose age and gender are unknown come from our Zimbabwean member, Childline Zimbabwe, because it does not log the age of many of its contacts. When looking at the age distribution of contacts excluding data from Childline Zimbabwe, we find that age unknown is ranked #4 (15.3% of contacts). All other age groups maintain their relative ranks, with young people aged 18-24 accounting for the majority of contacts (28%), followed by those aged 16-17 (18.4%) and 13-15 (15.8%).

Age	Number of contacts	Percentage
Unknown	875,384	64.5 %
18-24	154,981	11.4 %
16-17	104,230	7.7 %
13-15	91,967	6.8 %
10-12	69,201	5.1 %
07-09	36,315	2.7 %
04-06	18,993	1.4 %
00-03	6,405	0.47 %
Unborn	567	0.04 %
TOTAL	1,358,043	

Of those contacts whose gender is known, we see an age-dependent gender difference. While for younger ages, boys and girls account for similar number of contacts, as the age increases so is the relative representation of boys, up to 59% of contacts in the 18-24 age group.

Age	Girl	Boy	Non-binary	Unknown	Totals
Unborn	233 (41%)	193 (34%)	-	141 (25%)	567
00-03	2,806 (44%)	2,838 (44%)	1 (0%)	760 (12%)	6,405
04-06	7,341 (39%)	8,178 (43%)	-	3,474 (18%)	18,993
07-09	10,065 (28%)	11,044 (30%)	-	15,206 (42%)	36,315
10-12	21,025 (30%)	33,144 (48%)	-	15,032 (22%)	69,201
13-15	37,354 (41%)	41,830 (46%)	25 (0%)	12,758 (14%)	91,967
16-17	43,674 (42%)	50,460 (48%)	11 (0%)	10,085 (10%)	104,230
18-24	58,953 (38%)	91,773 (59%)	36 (0%)	4,219 (3%)	154,981
Unknown	27,336 (3%)	32,633 (4%)	5(0%)	815,410 (93%)	875,384
TOTAL	1,252,890 (47%)	908,592 (34%)	40,106 (2%)	467,384 (18%)	2,668,972

METHOD OF CONTACT (n=13)

We obtained information about the method through which **1,344,632** contacts were received in 13 child helplines in the Africa region. An overwhelming majority of those contacts were received via **telephone** (88.3%). In much smaller amounts, contacts were also received through **social media** (6.7%) and through **outreach** (3.5%).

Method of contact	Number of contacts	Percentage
Telephone	1,187,462	88.3 %
Social media	90,210	6.7 %
Outreach	46,879	3.5 %
Other	16,255	1.2 %
Walk-in / In person	1,388	0.1 %
Website chat	1,324	0.1 %
e-mail	739	0.05 %
Text message (SMS)	260	0.02 %
Bulletin board	73	0.01 %
Mobile app	41	0 %
Post	1	0 %
TOTAL	1,344,632	

Of those contacts whose gender is known, boys were more likely to contact through oral means of communication - outreach (72%) and telephone (17%). Girls were more likely to use social media (32%). Other means of contact have too few contacts to draw any conclusions.

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Bulletin board	25 (34%)	48 (66%)	-	-	73
E-mail	402 (54%)	254 (34%)	-	83 (11%)	739
Mobile app	23 (56%)	18 (44%)	-	-	41
Outreach	13,146 (28%)	33,733 (72%)	-	-	46,879
Post	1 (100%)	-	-	-	1
Social Media	28,895 (32%)	26,440 (29%)	1 (0%)	34,874 (39%)	90,210
Telephone	158,988 (13%)	200,387 (17%)	12 (0%)	828,075 (70%)	1,187,462
Text message (SMS)	142 (55%)	96 (37%)	-	22 (8%)	260
Walk-in / In person	906 (65%)	462 (33%)	2 (0%)	18 (1%)	1,388
Website chat	724 (55%)	216 (16%)	2 (0%)	382 (29%)	1,324
Website forum	-	-	-	-	-

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Other	11 (0%)	7 (0%)	-	16,237 (100%)	16,255 (100%)
TOTAL	203,263 (15%)	261,661 (19%)	17 (0%)	879,691 (65%)	1,344,632 (100%)

Excluding Childline Zimbabwe data from the regional analysis, we still find that boys are more likely than girls to contact child helplines using telephone (51%) and outreach (72%). Most of contacts using social media are of an unknown gender (39%). Other methods have too few contacts to draw conclusions.

MAIN REASONS FOR CONTACT (n=14)

Violence (29.1%) and **physical health** (21.5%) were the two most common reasons for contact reported by the child helplines in Africa in 2022, together representing half of the contacts received. Along with **mental health** (12.6%), **access to services** (11.1%), and **education and occupation** (8.8%) they comprise the Main 5 reasons for contacts in the Africa region.

Reason for contact	Number of contacts	Percentage
Violence	124,038	29.1 %
Physical health	91,811	21.5 %
Mental health	53,786	12.6 %
Access to services	47,170	11.1 %
Education and occupation	37,354	8.8 %
Sexuality	23,822	5.6 %
Family relationships	22,966	5.4 %
Peer relationships	18,326	4.3 %
Discrimination and exclusion	5,517	1.3 %
Missing children	1,704	0.4 %
TOTAL	426,494	

Girls represented the majority of cases related to **missing children** (62%), **violence** (49%), **access to services** (44%) and **peer relationships** (43%). Boys represented the majority of cases related to **mental health** (48%), **physical health** (43%), **discrimination and exclusion** (56%), **family relationships** (46%), **education and occupation** (49%), and **sexuality** (40%).

Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Missing children	1,052 (62%)	591 (35%)	-	61 (4%)	1,704
Violence	60,726 (49%)	50,909 (41%)	491 (0%)	11,912 (10%)	124,038
Mental health	17,011 (32%)	26,028 (48%)	6 (0%)	10,741 (20%)	53,786
Physical health	33,505 (36%)	39,304 (43%)	47 (0%)	18,955 (21%)	91,811
Access to services	20,691 (44%)	18,023 (38%)	256 (1%)	8,200 (17%)	47,170

Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Discrimination and exclusion	2,403 (44%)	3,080 (56%)	31 (1%)	3 (0%)	5,517
Family relationships	9,874 (43%)	10,503 (46%)	3 (0%)	2,586 (11%)	22,966
Peer relationships	7,885 (43%)	7,122 (39%)	67 (0%)	3,252 (18%)	18,326
Education and occupation	12,169 (33%)	18,208 (49%)	94 (0%)	6,883 (18%)	37,354
Sexuality	4,673 (20%)	9,573 (40%)	136 (1%)	9,440 (40%)	23,822
TOTAL	169,989 (40%)	183,341 (43%)	1,131 (0%)	72,033 (17%)	426,494

VIOLENCE: DEEP DIVE (n=14)

Violence was the most common reason for contacting child helplines in the Africa region in 2022, with a total of **124,038** contacts. **Mental/emotional violence** (21.6%), **physical violence** (20.4%) and **neglect** (16.1%) were the three most common reasons for violence contacts reported by child helplines in the Africa region, followed by **sexual violence** (11.5%), **child labour** (9.8%), and **child/early marriage** (9.2%).

Violence sub-category	Contacts	Percentage
Mental/emotional violence	26,766	21.6 %
Physical violence	25,269	20.4 %
Neglect (or negligent treatment)	19,958	16.1 %
Sexual violence	14,222	11.5 %
Child labour	12,127	9.8 %
Child/early/forced marriage	11,459	9.2 %
Bullying	5,149	4.2 %
Harmful traditional practices other than child marriage and FGM	4,172	3.4 %
Gender-based harmful traditional practices (other than FGM)	4,027	3.2 %
Commercial sexual exploitation (offline)	352	0.28 %
Unspecified/other	213	0.17 %
Female Genital Mutilation (FGM)	143	0.12 %
Online sexual abuse	122	0.1 %
Online sexual exploitation	59	0.05 %
TOTAL	124,038	

Girls contacted child helplines in the Africa region as often or far more often than boys regarding almost all sub-categories of violence. This is especially true for contacts regarding **child/early/forced marriage** (95%) and **sexual violence** (75%). One exception is cases of **child labour**, in which boys represent a significant majority (65%).

Violence sub-category	Girl	Boy	Non-binary	Unknown	Totals
Bullying	2,345 (46%)	1,932 (38%)	1 (0%)	871 (17%)	5,149
Child/early/forced marriage	10,940 (95%)	516 (5%)	-	3 (0%)	11,459
Child labour	2,821 (23%)	7,854 (65%)	-	1,452 (12%)	12,127
Commercial sexual exploitation (offline)	330 (94%)	14 (4%)	-	8 (2%)	352
Female Genital Mutilation (FGM)	143 (100%)	-	-	(0%)	143
Gender-based harmful traditional practices (other than FGM)	1,965 (49%)	1,056 (26%)	3 (0%)	1,003 (25%)	4,027
Harmful traditional practices other than child marriage and FGM	1,601 (38%)	1,718 (41%)	-	853 (20%)	4,172
Mental/emotional violence	10,913 (41%)	14,314 (53%)	3 (0%)	1,536 (6%)	26,766
Neglect (or negligent treatment)	8,167 (41%)	8,912 (45%)	478 (2%)	2,401 (12%)	19,958
Online sexual abuse	55 (45%)	24 (20%)	-	43 (35%)	122
Online sexual exploitation	43 (73%)	15 (25%)	-	1 (2%)	59
Physical violence	10,634 (42%)	11,051 (44%)	4 (0%)	3,580 (14%)	25,269
Sexual violence	10,638 (75%)	3,427 (24%)	1 (0%)	156 (1%)	14,222
Unspecified/other	131 (62%)	76 (36%)	1 (0%)	5 (2%)	213
TOTAL	60,726 (49%)	50,909 (41%)	489 (0%)	11,912 (10%)	124,038

PHYSICAL HEALTH: DEEP DIVE (N=13)

Physical health was the second most common reason for contacting child helplines in the Africa region in 2022, with a total of **91,811** contacts. **General medical concerns** (43.5%) was the most common reason related to physical health in 2022, followed by **medical or lifestyle information about HIV/AIDS** (19.8%), and **Covid-19** (16.2%). Together, these three sub-categories accounted for 79.5% of contacts in this category.

Physical health sub-category	Contacts	Percentage
General medical concerns	39,936	43.5 %
Medical or lifestyle information about HIV/AIDS	18,207	19.8 %
Covid-19	14,900	16.2 %
Sexual and reproductive health	7,562	8.2 %
Pregnancy and maternal care	6,780	7.4 %

Physical health sub-category	Contacts	Percentage
Nutrition	4,305	4.7 %
Unspecified/other	121	0.13 %
TOTAL	91,811	

Boys contacted child helplines more often with issues concerning **medical or lifestyle information about HIV/AIDS** (51%), while girls contacted more often with issues concerning **nutrition** (56%) and **pregnancy and maternal care** (64%).

Physical health sub-category	Girl	Boy	Non-binary	Unknown	Totals
Covid-19	4,462 (30%)	8,244 (55%)	47(0%)	2,147 (14%)	14,900
General medical concerns	13,199 (33%)	17,594 (44%)	-	9,143 (23%)	39,936
Medical or lifestyle information about HIV/AIDS	5,194 (29%)	9,295 (51%)	-	3,718 (20%)	18,207
Nutrition	2,394 (56%)	1,301 (30%)	-	610 (14%)	4,305
Pregnancy and Maternal care	4,328 (64%)	40(1%)	-	2,412 (36%)	6,780
Sexual and reproductive health	3,827 (51%)	2,812 (37%)	-	923 (12%)	7,562
Unspecified/Other	101 (83%)	18 (15%)	-	2 (2%)	121
TOTAL	33,505 (36%)	39,304 (43%)	47 (0%)	18,955 (21%)	91,811

Americas & Caribbean (n=16)

We obtained data from 16 child helplines located in 11 countries, representing 55% of our full members in the Americas & Caribbean region.

Type of contact	Number of contacts
Counselling contacts	668,649
Non-counselling contacts	31,818
TOTAL	700,467

Country	Number of contacts	Percentage
Colombia	482,431	68.9 %
USA	111,263	15.9 %
Canada	38,123	5.4 %
Chile	26,100	3.7 %
Aruba	15,912	2.3 %
Uruguay	13,706	2 %

Country	Number of contacts	Percentage
Trinidad and Tobago	5,289	0.76 %
Costa Rica	3,396	0.48 %
Jamaica	2,355	0.34 %
Dominican Republic	1,141	0.16 %
Curaçao	751	0.11 %
TOTAL	700,467	

AGE (n=15)

We obtained information about the ages of **186,292** contacts. Almost half of the contacts came from young people whose age is **unknown** (49.8%). Out of the contacts whose age is known, young people aged **18-24** account for a quarter of contacts (24.6%), followed by **13-15 years old** (9.7%) and **16-17 years old** (7.9%). The low contact rate for very young ages are exclusively contacts from adults on behalf of children.

Age	Number of contacts	Percentage
Unknown	92,805	49.8 %
18-24	45,876	24.6 %
13-15	18,064	9.7 %
16-17	14,643	7.9 %
10-12	6,824	3.7 %
00-03	2,960	1.6 %
04-06	2,660	1.4 %
07-09	2,460	1.3 %
TOTAL	186,292	

Girls contact child helplines more than boys in almost every age group, except for the very young age groups, where they are either equally split or boys make up the majority. As one would expect, in most cases when the gender was unknown the age was also unknown.

Age	Girl	Boy	Non-binary	Unknown	Totals
Unborn	-	-	-	-	-
00-03	1,305 (44%)	1,624 (55%)	-	31 (1%)	2,960
04-06	1,148 (43%)	1,131 (43%)	3 (0%)	378 (14%)	2,660
07-09	1,347 (55%)	771 (31%)	9 (0%)	333 (14%)	2,460
10-12	4,233 (62%)	1,345 (20%)	257 (4%)	989 (15%)	6,824
13-15	11,408 (63%)	3,307 (18%)	644 (4%)	2,705 (15%)	18,064
16-17	8,748 (60%)	3,360 (23%)	307 (2%)	2,228 (15%)	14,643
18-24	25,940 (57%)	14,811 (32%)	1,228 (3%)	3,897 (9%)	45,876

Age	Girl	Boy	Non-binary	Unknown	Totals
Unknown	26,774 (29%)	16,643 (18%)	3188 (3%)	46,200 (50%)	92,805
TOTAL	80,903 (43%)	42,992 (23%)	5,636 (3%)	56,761 (30%)	186,292

METHOD OF CONTACT (n=16)

We obtained information about the method for contacting the child helpline through which **668,532** contacts were received in 16 child helplines in the Americas & The Caribbean region. Over half of contacts received by child helplines were made by **telephone** (59.4%). In much smaller amounts, contacts were received through **e-mail** (14.5%), **other** (8.4) and **social media** (6.8%). All other methods of contact had very little contacts, each representing less than 5% of contacts.

Method of contact	Number of contacts	Percentage
Telephone	396,961	59.4 %
e-mail	96,862	14.5 %
Other	55,934	8.4 %
Social media	45,540	6.8 %
Text message (SMS)	31,270	4.7 %
Website chat	22,944	3.4 %
Outreach	11,454	1.7 %
Mobile app	4,693	0.7 %
Walk-in / In person	2,169	0.32 %
Post	638	0.1 %
Website forum	67	0.01 %
TOTAL	668,532	

Most often, the gender of the contact was unknown, irrespective of the method through which the contact was made. In the cases where the gender was known, girls were more likely than boys to contact child helplines in every method.

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Bulletin board	-	-	-	-	-
E-mail	1,093 (1%)	423 (0%)	51 (0%)	95,295 (98%)	96,862
Mobile app	2,904 (62%)	675 (14%)	148 (3%)	966 (21%)	4,693
Outreach	3,386 (30%)	2,878 (25%)	-	5,190 (45%)	11,454
Post	-	-	-	638 (100%)	638
Social Media	1,475 (3%)	284 (1%)	3 (0%)	43,778 (96%)	45,540
Telephone	42,689 (11%)	27,852 (7%)	3,865 (1%)	322,555 (81%)	396,961

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Text message (SMS)	15,339 (49%)	4,233 (14%)	3,218 (10%)	8,480 (27%)	31,270
Walk-in / In person	-	-	-)	2,169 (100%)	2,169
Website chat	11,664 (51%)	4,993 (22%)	3,073 (13%)	3,214 (14%)	22,944
Website forum	20 (30%)	23(34%)	-	24 (36%)	67 (100%)
Other	739 (1%)	678 (1%)	-	54,517 (97%)	55,934 (100%)
TOTAL	79,309 (12%)	42,039 (6%)	10,358 (2%)	536,826 (80%)	668,532

MAIN REASONS FOR CONTACT (n=14)

Violence (58.6%) and **mental health** (19.2%) were the two main reasons for contact reported by the child helplines in the Americas & The Caribbean region in 2022, representing 77.8% of all contacts. The remaining category comprising the Main 3 reasons for contacts in the Americas & The Caribbean region is **access to services** (11.3%). All other reasons accounted for less than 5% of contacts.

Reason for contact	Number of contacts	Percentage
Violence	174,766	58.6 %
Mental health	57,209	19.2 %
Access to services	33,569	11.3 %
Family relationships	11,729	3.9 %
Peer relationships	9,215	3.1 %
Sexuality	4,004	1.3 %
Physical health	3,393	1.1 %
Education and occupation	2,751	0.92 %
Discrimination and exclusion	885	0.3 %
Missing children	811	0.27 %
TOTAL	298,332	

Girls represented the majority of cases in most subcategories of violence, except for **missing children**, **violence** and **sexuality**, where the majority of contacts concerned children and young people whose gender was unknown (41%, 81% and 61%, respectively).

Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Missing children	283 (35%)	181 (22%)	11 (1%)	336 (41%)	811
Violence	19,826 (11%)	11,462 (7%)	2,290 (1%)	141,188 (81%)	174,766
Mental health	31,195 (55%)	15,648 (27%)	3,462 (6%)	6,904 (12%)	57,209

Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Physical health	1,819 (54%)	916 (27%)	297 (9%)	361 (11%)	3,393
Access to services	16,564 (49%)	10,750 (32%)	834 (2%)	5,421 (16%)	33,569
Discrimination and exclusion	354 (40%)	284 (32%)	123 (14%)	124 (14%)	885
Family relationships	6,778 (58%)	3,116 (27%)	259 (2%)	1,576 (13%)	11,729
Peer relationships	4,487 (49%)	2,875 (31%)	199 (2%)	1,654 (18%)	9,215
Education and occupation	1,376 (50%)	752 (27%)	105 (4%)	518 (19%)	2,751
Sexuality	437 (11%)	457 (11%)	665 (17%)	2,445 (61%)	4,004
TOTAL	83,119 (28%)	46,441 (16%)	8,245 (3%)	160,527 (54%)	298,332

VIOLENCE: DEEP DIVE (n=14)

Violence was the most common reason for contacting child helplines in the region in 2022, with a total of 174,766 contacts.

Violence sub-category	Contacts	Percentage
Unspecified/other	88,211	50.5 %
Sexual violence	41,581	23.8 %
Neglect (or negligent treatment)	15,625	8.9 %
Physical violence	12,456	7.1 %
Mental/Emotional violence	10,220	5.8 %
Bullying	4,977	2.8 %
Child labour	1,541	0.88 %
Commercial sexual exploitation (offline)	89	0.05 %
Child/Early/Forced marriage	44	0.03 %
Online sexual abuse	15	0.01 %
Online sexual exploitation	6	0 %
Female Genital Mutilation (FGM)	1	0 %
TOTAL	174,766	

Half of all violence-related contacts in the Americas & Caribbean region were determined as **unspecified/other** (50.5%). This is due to a mismatch in the data framework used by Child Helpline International and the one used by the largest child helpline in the region – ICBF Colombia. Counsellors at ICBF Colombia log physical violence, emotional violence and neglect in one sub-category. This mismatch means all these contacts appear under unspecified in our data framework. We therefore examined the most common reasons for contacting a child helpline in the region excluding data from ICBF.

As can be seen in the table below, **neglect (or negligent treatment)** is now the main reason for contact, accounting for close to a third of all violence contacts in the region (30.8%). Next come **physical violence** (24.6%), **mental/emotional violence** (20.1%), and **sexual violence** (15.2%). Together these four reasons account for over 90% of all contacts received in the region in 2022. All other reasons for contact accounted for less than 5% of all contacts.

Violence sub-category	Contacts	Percentage
Neglect (or negligent treatment)	15,625	30.8 %
Physical violence	12,456	24.6 %
Mental/Emotional violence	10,220	20.1 %
Sexual violence	7,691	15.2 %
Bullying	2,215	4.4 %
Unspecified/other	2,104	4.2 %
Child labour	274	0.54 %
Commercial sexual exploitation (offline)	89	0.18 %
Child/Early/Forced marriage	44	0.09 %
Online sexual abuse	15	0.03 %
Online sexual exploitation	6	0.01 %
Female Genital Mutilation (FGM)	1	0 %
TOTAL	50,740	

Of the contacts whose gender is known, girls contacted the child helplines in the Americas & The Caribbean region more often than boys for all types of violence concerns.

Violence sub-category	Girl	Boy	Non-binary	Unknown	Totals
Bullying	870 (17%)	393 (8%)	417 (8%)	3,297 (66%)	4,977
Child/Early/Forced marriage	3 (7%)	-	-	41 (93%)	44
Child labour	83 (5%)	143 (9%)	-	1,315 (85%)	1,541
Commercial sexual exploitation (offline)	57 (64%)	6 (7%)	-	26 (29%)	89
Female Genital Mutilation (FGM)	1 (0%)	-	-	-	1
Gender-based harmful traditional practices (other than FGM)	-	-	-	-	-
Harmful traditional practices other than child marriage and FGM	-	-	-	-	-
Mental/emotional violence	3,935 (39%)	2,415 (24%)	580 (6%)	3,290 (32%)	10,220
Neglect (or negligent treatment)	6,116 (39%)	3,724 (24%)	223 (1%)	5,562 (36%)	15,625
Online sexual abuse	6 (40%)	-	-	9 (60%)	15
Online sexual exploitation	6 (100%)	-	-	-	6

Violence sub-category	Girl	Boy	Non-binary	Unknown	Totals
Physical violence	4,676 (38%)	2,846 (23%)	578 (5%)	4,356 (35%)	12,456
Sexual violence	3,107 (7%)	1,446 (3%)	480 (1%)	36,548 (88%)	41,581
Unspecified/other	966 (1%)	489 (1%)	12 (0%)	86,744 (98%)	88,211
TOTAL	19,826 (11%)	11,462 (7%)	2,290 (1%)	141,188 (81%)	174,766

MENTAL HEALTH: DEEP DIVE (n=13)

Mental health was the second most common reason for contacting child helplines in the region in 2022, with a total of **57,209** contacts. **Suicidal thoughts and suicide attempts** (29.5%), **emotional distress – fear and anxiety problems** (21%), **unspecified/other** (13.1%), and **emotional distress – mood problems** (11.3%) are the main reasons for mental health contacts reported by child helplines in the Americas & Caribbean region. These four sub-categories represent three quarters of all contacts about mental health (74.9%).

Mental health sub-category	Contacts	Percentage
Suicidal thoughts and suicide attempts	16,860	29.5 %
Emotional distress – fear and anxiety problems	12,021	21 %
Unspecified/other	7,510	13.1 %
Emotional distress – mood problems	6,478	11.3 %
Self-harming behaviour	3,722	6.5 %
Addictive behaviours and substance use	3,261	5.7 %
Concerns about the self	2,762	4.8 %
Emotional distress – anger problems	1,588	2.8 %
Behavioural problems	1,015	1.8 %
Neurodevelopmental concerns	934	1.6 %
Problems with eating behaviour	585	1 %
Traumatic distress	473	0.83 %
TOTAL	57,209	

Girls are almost twice as likely than boys to contact child helplines with mental health concerns. This is especially true for **concerns about the self** (57%), **problems with eating behaviour** (67%), **self-harming behaviour** (56%), **suicidal thoughts and suicide attempts** (56%) and **traumatic distress** (83%). Conversely, there were more contacts from boys for issues concerning **behavioural problems** (51%) and **emotional distress – anger problems** (56%).

Mental health sub-category	Girl	Boy	Non-binary	Unknown	Totals
Addictive behaviours and substance use	1,491 (46%)	1,176 (36%)	211 (6%)	383 (12%)	3,261
Behavioural problems	445 (44%)	518 (51%)	5 (0%)	47 (5%)	1,015
Concerns about the self	1,566 (57%)	641 (23%)	147 (5%)	408 (15%)	2,762

Mental health sub-category	Girl	Boy	Non-binary	Unknown	Totals
Emotional distress – anger problems	389 (24%)	889 (56%)	19 (1%)	291 (18%)	1,588
Emotional distress – fear and anxiety problems	6,768 (56%)	3,322 (28%)	208 (2%)	1,723 (14%)	12,021
Emotional distress – mood problems	3,421 (53%)	1,930 (30%)	5 (1%)	1,097 (17%)	6,478
Neurodevelopmental concerns	521 (56%)	385 (41%)	1 (0%)	408 (14%)	934
Problems with eating behaviour	393 (67%)	59 (10%)	32 (5%)	101 (17%)	585
Self-harming behaviour	2,076 (56%)	458 (12%)	625 (17%)	563 (15%)	3,722
Suicidal thoughts and suicide attempts	9,481 (56%)	3,987 (24%)	2,059 (12%)	1,333 (8%)	16,860
Traumatic distress	391 (83%)	71 (15%)	-	11 (2%)	473
Unspecified/other	4,253 (57%)	2,212 (29%)	32 (12%)	920 (12%)	7,510
TOTAL	31,195 (55%)	15,648 (27%)	3,462 (6%)	6,904 (12%)	57,209

Asia-Pacific (n=15)

We obtained data from 15 child helplines located in 14 countries, representing 54% of our full members in the Asia-Pacific region.

Type of contact	Number of contacts
Counselling contacts	590,923
Non-counselling contacts	5,696,519
TOTAL	6,287,442

Country	Number of contacts	Percentage
India	5,304,583	84.4 %
Japan	617,349	9.8 %
Australia	132,491	2.1 %
Mongolia	92,876	1.5 %
Nepal	42,369	0.67 %
New Zealand	32,654	0.52 %
Thailand	25,401	0.4 %
Maldives	19,819	0.32 %
Singapore	8,699	0.14 %
Cambodia	5,812	0.09 %

Country	Number of contacts	Percentage
Papua New Guinea	3,817	0.06 %
Hong Kong (China)	1,136	0.02 %
Philippines	400	0.01 %
Brunei	36	0 %
TOTAL	6,287,442	

Since contacts to Childline India represent over four-fifths of all contacts in the region, we also consider data without these contacts to more accurately reflect the regional data. Without Childline India's data there were **229,819** counselling contacts in the region (23.4% of all contacts), and **753,040** non-counselling contacts (76.6%).

AGE (n=15)

We obtained information about the ages of **590,899** contacts in the region (including Childline India's data). Young people aged **13-15 years old** and **16-17 years old** accounted for a quarter of the contacts each (25.6% and 23.6%, respectively), followed by children aged **10-12 years old**, who accounted for 16.2% of counselling contacts. Together, contacts aged 10-17 years old account for two-thirds of the contacts in the Asia-Pacific region.

Age	Number of contacts	Percentage
13-15	151,006	25.6 %
16-17	139,422	23.6 %
10-12	95,866	16.2 %
07-09	49,192	8.3 %
Unknown	46,163	7.8 %
18-24	40,742	6.9 %
04-06	34,750	5.9 %
00-03	33,724	5.7 %
Unborn	34	0.01 %
TOTAL	590,899	

In younger ages, up to the age of 12, more contacts were made by boys than girls. However, contacts by children and young people aged 13 and over were more frequently girls. As one would expect, in most cases where the gender was unknown, the age was also unknown.

Age	Girl	Boy	Non-binary	Unknown	Totals
Unborn	13 (38%)	-	-	21 (62%)	34
00-03	14,370 (43%)	16,403 (49%)	1 (0%)	2,950 (9%)	33,724
04-06	14,603 (42%)	17,458 (50%)	3 (0%)	2,686 (8%)	34,750
07-09	20,907 (43%)	24,865 (51%)	20 (0%)	3,400 (7%)	49,192
10-12	40,384 (42%)	48,340 (50%)	1,129 (1%)	6,013 (6%)	95,866

Age	Girl	Boy	Non-binary	Unknown	Totals
13-15	78,481 (52%)	63,673 (42%)	3,334 (2%)	5,518 (4%)	151,006
16-17	79,851 (57%)	54,732 (39%)	2,384 (2%)	2,455 (2%)	139,422
18-24	22,931 (56%)	11,167 (27%)	5,457 (13%)	1,187 (3%)	40,742
Unknown	8,282 (18%)	6,167 (13%)	299 (1%)	31,415 (68%)	46,163
TOTAL	279,822 (47%)	242,805 (41%)	5,636 (3%)	56,761 (30%)	186,292

METHOD OF CONTACT (n=14)

We obtained information about the method through which **581,533** contacts were received by 14 child helplines in the Asia-Pacific region. More than half of all of contacts were made by **telephone** (52.7%) and another 19.7% through **outreach**. Other methods of contact include **walk-in/in person** (8.8%), via **website chat** (7.6%) and **other** (6.2%). The remaining methods accounted for less than 5% contacts each.

Method of contact	Number of contacts	Percentage
Telephone	306,267	52.7 %
Outreach	114,625	19.7 %
Walk-in / In person	50,945	8.8 %
Website chat	44,019	7.6 %
Other	36,075	6.2 %
e-mail	12,291	2.1 %
Mobile app	8,607	1.5 %
Text message (SMS)	6,331	1.1 %
Social media	1,796	0.31 %
Website forum	577	0.1 %
TOTAL	581,533	

Overall, it is girls who contact child helplines more often than boys in every method of contact that has been identified except for outreach – where boys are the majority – and by telephone, where boys and girls are equality split.

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Bulletin board	-	-	-	-	-
E-mail	5,991 (49%)	1,518 (12%)	1,015 (8%)	3,767 (31%)	12,291 (100%)
Mobile app	7,807 (91%)	767 (9%)	21 (0%)	12 (0%)	8,607 (100%)
Outreach	47,652 (42%)	66,825 (58%)	6 (0%)	142 (0%)	114,625 (100%)
Post	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
Social Media	418 (23%)	147 (8%)	35 (2%)	1,196 (67%)	1,796 (100%)

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Telephone	157,386 (51%)	140,303 (46%)	3,437 (1%)	5,141 (2%)	306,267 (100%)
Text message (SMS)	22 (0%)	1 (0%)	(0%)	6,308 (100%)	6,331 (100%)
Walk-in / In person	23,412 (46%)	23,686 (46%)	3,834 (8%)	13 (0%)	50,945 (100%)
Website chat	28,962 (66%)	5,988 (14%)	3,683 (8%)	5,386 (12%)	44,019 (100%)
Website forum	320 (55%)	257 (45%)	0 (0%)	0 (0%)	577 (100%)
Other	2,748 (8%)	1,967 (5%)	0 (0%)	31,360 (87%)	36,075 (100%)
TOTAL	274,718 (47%)	241,458 (42%)	12,025 (2%)	53,300 (9%)	581,533 (100%)

MAIN REASONS FOR CONTACT (n=15/n=14)

Access to services (22.8%), **violence** (22.6%) and **mental health** (19%) are the main three reasons for contact reported by the child helplines in the Asia-Pacific region in 2022. Together, they represent 64.4% of all contacts. Because of the high number of contacts received by the child helpline in India, we performed similar analyses excluding those contacts in order to detect any potential skewing effects. Indeed, the breakdown of the main reasons for contact was somewhat different when excluding data from the Indian child helpline. **Mental health** becomes the main reason for contact in the region (as opposed to the third most common reason in the analysis including Childline India's data, rising from 19% to 44% of the contacts in the region). Access to services is less of a concern in the rest of the region, becoming fifth most common as opposed to the topmost common reason in the analysis including Childline India's data. **Family relationships** and **peer relationships** are also common reasons for contact when examining the data without Childline India's (becoming second and fourth most common reasons, respectively). **Missing children** goes from the fourth most common reason for contact including Childline India's data (10.5%) to tenth without it (0.31%).

Reason for contact	Number of contacts	Percentage
Access to services	144,923	22.8 %
Violence	143,828	22.6 %
Mental health	120,648	19 %
Missing children	66,772	10.5 %
Physical health	47,184	7.4 %
Family relationships	40,595	6.4 %
Peer relationships	30,678	4.8 %
Education and occupation	29,640	4.7 %
Sexuality	10,506	1.7 %
Discrimination and exclusion	1,552	0.24 %
TOTAL	636,326	

The order of reasons without Childline India's data, from most common to least frequent:

Reason for contact

1. Mental health
2. Family relationships
3. Violence
4. Peer relationships
5. Access to services
6. Physical health
7. Sexuality
8. Education and occupation
9. Discrimination and exclusion
10. Missing children

Boys contacted child helplines in the Asia-Pacific in 2022 more often for reasons concerning **missing children** (60%) and **sexuality** (75%). Girls made contact more often with issues concerning **violence** (56%), **mental health** (56%), **family relationships** (55%) and **peer relationships** (62%). Boys and girls were equally likely to contact child helplines with concerns about physical health, access to services, discrimination and Exclusion, and education and occupation.

Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Missing children	26,428 (40%)	40,274 (60%)	3 (0%)	67 (0%)	66,772
Violence	80,163 (56%)	56,917 (40%)	939 (1%)	5,809 (4%)	143,828
Mental health	67,581 (56%)	35,844 (30%)	5,647 (5%)	11,576 (10%)	120,648
Physical health	21,673 (46%)	23,542 (50%)	1,176 (2%)	793 (2%)	47,184
Access to services	64,035 (44%)	77,195 (53%)	2,526 (2%)	1,167 (1%)	144,923
Discrimination and exclusion	635 (41%)	571 (37%)	46 (3%)	300 (19%)	1,552
Family relationships	22,530 (55%)	10,714 (26%)	1,371 (3%)	5,980 (15%)	40,595
Peer relationships	18,940 (62%)	6,227 (20%)	1,019 (3%)	4,492 (15%)	30,678
Education and occupation	12,504 (42%)	14,754 (50%)	285 (1%)	2,097 (7%)	29,640
Sexuality	1,134 (11%)	7,871 (75%)	798 (8%)	703 (7%)	10,506
TOTAL	315,623 (50%)	273,909 (43%)	13,810 (2%)	32,984 (5%)	636,326

MENTAL HEALTH: DEEP DIVE (n=15)

Mental health was the most common reason for contacting child helplines in the region in 2022 (excluding data from Childline India), with a total of **120,648** contacts (**109,630** excluding Childline India). **Emotional distress – mood problems** (41.5%) has been by far the most common mental health reason for children and young people to make contact. **Emotional distress – fear and anxiety problems** (16.1%), **suicidal thoughts and suicide attempts** (13.1%) and **concerns about the self** (11.4%) follow. Together, these four sub-categories account for 82.1% of mental health contacts.

Mental health sub-category	Contacts	Percentage
Emotional distress – mood problems	50,103	41.5 %
Emotional distress – fear and anxiety problems	19,383	16.1 %
Suicidal thoughts and suicide attempts	15,850	13.1 %
Concerns about the self	13,810	11.4 %
Self-harming behaviour	8,217	6.8 %
Addictive behaviours and substance use	4,924	4.1 %
Emotional distress – anger problems	3,611	3 %
Traumatic distress	1,817	1.5 %
Unspecified/other	1,213	1 %
Behavioural problems	881	0.73 %
Problems with eating behaviour	508	0.42 %
Neurodevelopmental concerns	331	0.27 %
TOTAL	120,648	

Girls contact child helplines in Asia Pacific with Mental health concerns more often than boys. This is true overall (56%) and in most sub-categories— especially for issues around **self-harming behaviour and suicidal thoughts and suicide attempts**, where girls are six times and four times, respectively, more likely than boys to contact a child helpline. A few notable exceptions, where boys are more likely to make contact are issues concerning **addictive behaviours and substance use** (72%) and **neurodevelopmental concerns** (53%).

Mental health sub-category	Girl	Boy	Non-binary	Unknown	Totals
Addictive behaviours and substance use	960 (19%)	3,524 (72%)	266 (5%)	174 (4%)	4,924
Behavioural problems	295 (33%)	391 (44%)	97 (11%)	98 (11%)	881
Concerns about the self	8,867 (64%)	3,678 (27%)	422 (3%)	843 (6%)	13,810
Emotional distress – anger problems	1,758 (49%)	1,459 (40%)	67 (2%)	327 (9%)	3,611
Emotional distress – fear and anxiety problems	9,739 (50%)	6,511 (34%)	321 (2%)	2,812 (15%)	19,383
Emotional distress – mood problems	29,372 (59%)	15,562 (31%)	97 (2%)	3,616 (7%)	50,103
Neurodevelopmental concerns	153 (46%)	177 (53%)	-	843 (15%)	331
Problems with eating behaviour	184 (36%)	127 (25%)	36 (7%)	161 (32%)	508

Mental health sub-category	Girl	Boy	Non-binary	Unknown	Totals
Self-harming behaviour	5,139 (63%)	793 (10%)	1,100 (13%)	1,185 (14%)	8,217
Suicidal thoughts and suicide attempts	9,621 (61%)	2,171 (14%)	1,762 (11%)	2,296 (14%)	15,850
Traumatic distress	998 (55%)	787 (43%)	23 (1%)	9 (0%)	1,817
Unspecified/other	495 (41%)	664 (55%)	36 (11%)	54 (4%)	1,213
TOTAL	67,581 (56%)	35,844 (30%)	5,647 (5%)	11,576 (10%)	120,648

FAMILY RELATIONSHIPS: DEEP DIVE

Family relationships was the second most common reason for contacting child helplines in the region in 2022 when excluding data from India, and 6th largest when including it, with a total of 40,595 contacts.

Family relationships sub-category	Contacts	Percentage
Relationship to caregiver	19,549	48.2 %
Family health and wellbeing	15,134	37.3 %
Relationship with sibling(s)	3,161	7.8 %
Unspecified/other	2,037	5 %
Adoption, fostering and extended family placement	714	1.8 %
TOTAL	40,595	

Relationship to caregiver (48.2%) and **family health and wellbeing** (37.3%) were the two largest sub-categories for contacts related to family relationships. These two sub-categories accounted for 85.5% of all family relationships contacts received by child helplines in the region.

Our data shows that girls made significantly more contacts concerning family relationships (55% compared to 26% contacts from boys). This is true overall and also at the sub-categories level.

Family relationship sub-category	Girl	Boy	Non-binary	Unknown	Totals
Adoption, fostering and extended family placement	412 (58%)	194 (27%)	61 (9%)	47 (7%)	714
Family health and wellbeing	9,212 (61%)	5,181 (34%)	229 (2%)	512 (3%)	15,134
Relationship to caregiver	10,868 (56%)	3,715 (19%)	986 (5%)	3,980 (20%)	19,549
Relationship with sibling(s)	1,408 (45%)	1,346 (43%)	69 (2%)	338 (11%)	3,161
Unspecified/other	630 (31%)	278 (14%)	26 (1%)	1,103 (54%)	2,037
TOTAL	22,530 (55%)	10,714 (26%)	1,371 (3%)	5,980 (15%)	40,595

Europe (n=34)

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

Type of contact	Number of contacts
Counselling contacts	1,129,029
Non-counselling contacts	1,604,047
TOTAL	2,733,076

Country	Number of contacts	Percentage
Germany	415,176	15.2 %
Netherlands	395,098	14.5 %
Spain	217,706	8 %
United Kingdom	216,836	7.9 %
Poland	204,195	7.5 %
Czechia	203,370	7.4 %
Finland	137,152	5 %
Lithuania	110,496	4 %
Romania	99,046	3.6 %
Slovakia	97,379	3.6 %
Switzerland	94,088	3.4 %
Denmark	71,993	2.6 %
Sweden	68,437	2.5 %
Austria	58,102	2.1 %
Israel	49,994	1.8 %
France	40,271	1.5 %
Ireland	39,807	1.5 %
Belgium	30,893	1.1 %
Serbia	29,967	1.1 %
Albania	28,004	1 %
Bulgaria	24,616	0.9 %
Norway	23,992	0.88 %
Slovenia	19,537	0.71 %
Italy	16,216	0.59 %
Bosnia and Herzegovina	15,744	0.58 %
Latvia	7,036	0.26 %
Azerbaijan	5,116	0.19 %
Greece	3,626	0.13 %
Portugal	3,112	0.11 %
Croatia	2,962	0.11 %

2. The ranking order of sub-categories were the same with and without contacts reported by Childline India.

Country	Number of contacts	Percentage
Luxembourg	2,640	0.1 %
North Macedonia	450	0.02 %
Cyprus	19	0 %
TOTAL	2,733,076	

AGE (n=34)

We obtained information about the ages of **933,448** contacts in the region. Most contacts, almost a third, came from young people aged **13-15 years old** (30.1%), followed by **10-12 years old** (19.5%), and young people aged **16-17** (16.9%). Together, children and young people aged 10-17 account for almost three-quarters of all counselling contacts in the region. The low contact rate regarding the very young ages is to be expected as they are exclusively contacts from adults on behalf of children.

Age	Number of contacts	Percentage
13-15	281,140	30.1 %
10-12	182,193	19.5 %
16-17	157,900	16.9 %
Unknown	122,941	13.2 %
18-24	119,104	12.8 %
07-09	50,299	5.4 %
04-06	11,659	1.2 %
00-03	8,099	0.87 %
Unborn	113	0.01 %
TOTAL	933,448	

Examining the gender distribution of different age groups reveals an age-related gender gap: For younger age groups there is no significant difference between contacts being made by girls and contacts being made by boys. From the age of 13, however, a gap appears and it persists until the oldest of the age groups – 18-24, where girls account for 56% of contacts, while boys account for only 39%. As one would expect, in most cases when the gender was unknown the age was also unknown.

Age	Girl	Boy	Non-binary	Unknown	Totals
Unborn	22 (20%)	10 (9%)	-	81 (72%)	113
00-03	3,941 (49%)	3,873 (48%)	6 (0%)	279 (3%)	8,099
04-06	5,532 (47%)	5,661 (49%)	4 (0%)	462 (4%)	11,659
07-09	23,328 (46%)	21,121 (42%)	210 (0%)	5,640 (11%)	50,299
10-12	75,927 (42%)	73,730 (41%)	1,333 (1%)	31,203 (17%)	182,193
13-15	141,541 (50%)	103,919 (37%)	3,026 (1%)	32,654 (12%)	281,140
16-17	84,320 (53%)	62,563 (40%)	1,365 (1%)	9,652 (6%)	157,900

Age	Girl	Boy	Non-binary	Unknown	Totals
18-24	66,483 (56%)	46,135 (39%)	787 (1%)	5,699 (5%)	119,104
Unknown	36,202 (29%)	31,832 (26%)	426 (0%)	54,481 (44%)	122,941
TOTAL	437,296 (47%)	348,844 (37%)	7,157 (1%)	140,151 (15%)	933,448

METHOD OF CONTACT (n=30)

We obtained information about the method through which **1,107,664** contacts were received by child helplines in the Europe region. Almost two-thirds were made by **telephone** (60.4%) and one in four used **website chat** (25.1%). The rest were via **e-mail** (8.6%), **other** methods not specified in our data framework (3.5%) or **text messages** (1.8%). The remaining methods each represented less than 1% of contacts.

Method of contact	Number of contacts	Percentage
Telephone	668,640	60.4 %
Website chat	278,379	25.1 %
e-mail	95,230	8.6 %
Other	38,594	3.5 %
Text message (SMS)	19,574	1.8 %
Website forum	3,190	0.29 %
Mobile app	1,639	0.15 %
Social media	1,426	0.13 %
Post	805	0.07 %
Walk-in / In person	187	0.02 %
TOTAL	1,107,664	

Most telephone contacts were made by boys (43%, compared with 40% by girls). In every other method of contact, however, girls accounted for more contacts than boys.

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Bulletin board	-	-	-	-	-
E-mail	31,327 (33%)	8,194 (9%)	2,611 (3%)	53,098 (56%)	95,230
Mobile app	692 (42%)	518 (32%)	27 (2%)	402 (25%)	1,639
Outreach	-	-	-	-	-
Post	486 (60%)	259 (32%)	-	60 (7%)	805
Social Media	861 (60%)	546 (38%)	-	19 (1%)	1,426
Telephone	69,499 (40%)	286,442 (43%)	2,530 (0%)	110,169 (16%)	668,640
Text message (SMS)	12,716 (65%)	2,817 (14%)	232 (1%)	3,809 (19%)	19,574

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Walk-in / In person	151 (81%)	36 (19%)	-	-	187
Website chat	154,120 (55%)	50,249 (18%)	7,702 (3%)	66,308 (24%)	278,379
Website forum	2,286 (72%)	645 (20%)	35 (1%)	224 (7%)	3,190
Other	24,177 (63%)	11,968 (31%)	275 (1%)	2,174 (6%)	38,594
TOTAL	496,315 (45%)	361,674 (33%)	13,412 (1%)	236,263 (21%)	1,107,664

MAIN REASONS FOR CONTACT

Mental health (37%) and **violence** (18.8%) were the two largest reasons for contact reported by the child helplines in the Europe region in 2022. Together, the two reasons accounted for over half of all contacts. The remaining categories in the Main 5 reasons for contacts in the region were **family relationships** (13.6%), **peer relationships** (12.6%) and **sexuality** (6.8%).

Reason for contact	Number of contacts	Percentage
Mental health	475,040	37 %
Violence	241,946	18.8 %
Family relationships	174,373	13.6 %
Peer relationships	161,255	12.6 %
Sexuality	87,409	6.8 %
Education and occupation	50,494	3.9 %
Access to services	44,104	3.4 %
Physical health	41,822	3.3 %
Missing children	4,571	0.36 %
Discrimination and exclusion	3,037	0.24 %
TOTAL	1,284,051	

Girls made up the majority of contacts related to all categories, except for two: **discrimination and exclusion** and **sexuality**, where most contacts were made by boys (51% and 56%, respectively).

Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Missing children	2,470 (54%)	1,489 (33%)	24 (1%)	588 (13%)	4,571 (100%)
Violence	27,062 (53%)	88,239 (36%)	1,672 (1%)	24,973 (10%)	241,946 (100%)
Mental health	264,006 (56%)	107,947 (23%)	7,269 (2%)	95,818 (20%)	475,040 (100%)
Physical health	22,762 (54%)	13,409 (32%)	332 (1%)	5,319 (13%)	41,822 (100%)
Access to services	24,732 (56%)	12,754 (29%)	780 (2%)	5,838 (13%)	44,104 (100%)

Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Discrimination and exclusion	879 (29%)	1,539 (51%)	273 (9%)	346 (11%)	3,037 (100%)
Family relationships	90,601 (52%)	55,264 (32%)	1,502 (1%)	27,006 (15%)	174,373 (100%)
Peer relationships	85,395 (53%)	52,939 (33%)	1,149 (1%)	21,772 (14%)	161,255 (100%)
Education and occupation	25,786 (51%)	12,917 (26%)	455 (1%)	11,336 (22%)	50,494 (100%)
Sexuality	26,659 (30%)	48,602 (56%)	3,464 (4%)	8,684 (10%)	87,409 (100%)
TOTAL	670,352 (52%)	395,099 (31%)	16,920 (1%)	201,680 (16%)	1,284,051 (100%)

MENTAL HEALTH: DEEP DIVE (n=34)

Mental health was the most common reason for contacting child helplines in the region in 2022, with a total of **475,040** contacts. **Emotional distress – fear and anxiety problems** (22.9%), **emotional distress – mood problems** (19.2%) and **suicidal thoughts and suicide attempts** (19.2%) were common mental health-related reasons for contacting child helplines in the region. In addition, **self-harming behaviour** – which is closely related to suicidal ideation – was the fourth largest reason for contact, accounting for close to 10% of all contacts. Together, these reasons account for nearly three-quarters of all contacts in this category (71.2%).

Mental health sub-category	Contacts	Percentage
Emotional distress – fear and anxiety problems	108,992	22.9 %
Emotional distress – mood problems	91,430	19.2 %
Suicidal thoughts and suicide attempts	91,149	19.2 %
Self-harming behaviour	47,040	9.9 %
Unspecified/other	39,294	8.3 %
Concerns about the self	27,781	5.8 %
Problems with eating behaviour	18,147	3.8 %
Emotional distress – anger problems	16,841	3.5 %
Addictive behaviours and substance use	15,253	3.2 %
Behavioural problems	9,751	2.1 %
Traumatic distress	5,891	1.2 %
Neurodevelopmental concerns	3,471	0.73 %
TOTAL	475,040	

Boys and girls were equally likely to contact child helplines with concerns related to **addictive behaviours and substance use**, **behavioural problems**, **neurodevelopmental concerns** and **traumatic distress**. Girls were more likely to make contact about all the remaining issues, three of which by a large margin: **problems with eating behaviour** (75%), **self-harming behaviour** (64%) and **suicidal thoughts and suicide attempts** (51%).

Mental health sub-category	Girl	Boy	Non-binary	Unknown	Totals
Addictive behaviours and substance use	6,088 (40%)	6,797 (45%)	95 (1%)	2,273 (15%)	15,253
Behavioural problems	4,715 (48%)	4,900 (50%)	8 (0%)	128 (1%)	9,751
Concerns about the self	15,566 (56%)	6,518 (23%)	458 (2%)	5,239 (19%)	27,781
Emotional distress – anger problems	8,269 (49%)	5,952 (35%)	112 (1%)	2,508 (15%)	16,841
Emotional distress – fear and anxiety problems	60,784 (56%)	22,839 (21%)	1,562 (1%)	23,807 (22%)	108,992
Emotional distress – mood problems	49,918 (55%)	26,195 (29%)	8 (1%)	14,335 (16%)	91,430
Neurodevelopmental concerns	1,544 (44%)	1,227 (35%)	62 (2%)	5,239 (22%)	3,471
Problems with eating behaviour	13,571 (75%)	1,095 (6%)	282 (2%)	3,199 (18%)	18,147
Self-harming behaviour	30,131 (64%)	4,352 (9%)	1,163 (2%)	11,394 (24%)	47,040
Suicidal thoughts and suicide attempts	46,224 (51%)	13,349 (15%)	1,940 (2%)	29,636 (33%)	91,149
Traumatic distress	2,641 (45%)	2,012 (34%)	146 (2%)	1,092 (19%)	5,891
Unspecified/other	24,555 (62%)	12,711 (32%)	282 (2%)	1,569 (4%)	39,294
TOTAL	264,006 (56%)	107,947 (23%)	7,269 (2%)	95,818 (20%)	475,040

VIOLENCE: DEEP DIVE (n=34)

Violence was the second most common reason for contacting child helplines in the region in 2022, with a total of **241,946** contacts. **Mental/emotional violence** (24.5%), **bullying** (23.2%) and **physical violence** (21.7%) were the most common violence-related concerns for which children and young people contacted child helplines in the Europe in 2022. Together, they accounted for more than two-thirds of contacts in this category (69.4%).

Violence sub-category	Contacts	Percentage
Mental/Emotional violence	59,194	24.5 %
Bullying	56,123	23.2 %
Physical violence	52,413	21.7 %
Neglect (or negligent treatment)	27,377	11.3 %
Sexual violence	25,373	10.5 %
Unspecified/other	12,194	5 %
Gender-based harmful traditional practices (other than FGM)	5,364	2.2 %
Online sexual abuse	2,754	1.1 %
Child labour	502	0.21 %
Commercial sexual exploitation (offline)	352	0.15 %

Violence sub-category	Contacts	Percentage
Online sexual exploitation	233	0.1 %
Child/Early/Forced marriage	66	0.03 %
Female Genital Mutilation (FGM)	1	0 %
TOTAL	241,946	

Girls contacted the child helplines more often than boys with concerns related to almost all forms of violence. This was especially true for cases of **child/early/force marriage** (77%), **commercial sexual exploitation (offline)** (74%) and **sexual violence** (64%). The only sub-category in which boys account for the majority of contacts is **child labour** (55%). Boys and girls contact child helplines in the region at similar rates concerning **bullying** (43% and 44%, respectively).

Violence sub-category	Girl	Boy	Non-binary	Unknown	Totals
Bullying	24,888 (44%)	24,361 (43%)	680 (1%)	6,194 (11%)	56,123
Child/Early/Forced marriage	51 (77%)	3 (5%)	1 (2%)	11 (17%)	66
Child labour	219 (44%)	274 (55%)	-	9 (2%)	502
Commercial sexual exploitation (offline)	261 (74%)	66 (19%)	4 (1%)	21 (6%)	352
Female Genital Mutilation (FGM)	1 (100%)	-	-	-	1
Gender-based harmful traditional practices (other than FGM)	3,295 (61%)	2,032 (38%)	4 (0%)	33 (1%)	5,364
Harmful traditional practices other than child marriage and FGM	-	-	-	-	-
Mental/emotional violence	32,782 (55%)	20,167 (34%)	294 (0%)	5,951 (10%)	59,194
Neglect (or negligent treatment)	14,015 (51%)	11,257 (41%)	53 (0%)	2,052 (7%)	27,377
Online sexual abuse	1,534 (56%)	903 (33%)	24 (1%)	293 (11%)	2,754
Online sexual exploitation	122 (52%)	107 (46%)	2 (1%)	2 (1%)	233
Physical violence	26,661 (51%)	19,902 (38%)	256 (0%)	5,594 (11%)	52,413
Sexual violence	16,197 (64%)	5,861 (23%)	238 (1%)	3,077 (12%)	25,373
Unspecified/other	7,036 (58%)	3,306 (27%)	116 (1%)	1,736 (14%)	12,194
TOTAL	127,062 (53%)	88,239 (36%)	1,672 (1%)	24,973 (10%)	241,946

MENA (n=6)

We obtained data from 6 child helplines located in 6 countries, representing 46% of our full members in the Middle East & North Africa (MENA) region.

Type of contact	Number of contacts
Counselling contacts	30,167
Non-counselling contacts	28,872
TOTAL	59,039

Country	Number of contacts	Percentage
Jordan	33,011	55.9 %
Algeria	14,967	25.4 %
Palestine	6,895	11.7 %
Iraq	2,896	4.9 %
Kuwait	755	1.3 %
United Arab Emirates	515	0.87 %
TOTAL	59,039	

AGE (n=6)

We obtained information about the ages of **30,167** contacts that were received by six child helplines in the region. Most contacts, almost a quarter, came from young people aged **13-15 years old** (24.5%), followed by **10-12 years old** (18.2%), young people aged **18-24** (17.1%) and those aged **16-17**. The low contact rate concerning the very young ages is to be expected as they are exclusively contacts from adults on behalf of children.

Age	Number of contacts	Percentage
13-15	7,401	24.5 %
10-12	5,488	18.2 %
18-24	5,162	17.1 %
Unknown	4,184	13.9 %
16-17	2,702	9 %
04-06	2,251	7.5 %
07-09	2,037	6.8 %
00-03	860	2.9 %
Unborn	82	0.27 %
TOTAL	30,167	

Girls and boys of almost all age groups contacted child helplines in the region at similar rates. Two exceptions are young people aged 18-24, and those whose age is unknown, in which group girls made substantially more contacts than boys.

Age	Girl	Boy	Non-binary	Unknown	Totals
Unborn	-	-	-	82 (100%)	82
00-03	442 (51%)	416 (48%)	-	2 (0%)	860
04-06	1,010 (45%)	1,232 (55%)	-	9 (0%)	2,251
07-09	881 (43%)	1,139 (56%)	-	17 (1%)	2,037
10-12	2,992 (55%)	2,491 (45%)	-	5 (0%)	5,488
13-15	4,046 (55%)	3,351 (45%)	-	4 (0%)	7,401
16-17	1,279 (47%)	1,412 (52%)	-	11 (0%)	2,702
18-24	3,233 (63%)	1,906 (37%)	-	23 (0%)	5,162
Unknown	2,992 (72%)	568 (14%)	-	624 (15%)	4,184
TOTAL	16,875 (56%)	12,515 (41%)	-	777 (3%)	30,167

METHOD OF CONTACT (n=6)

We obtained information about the method through which **29,689** contacts were received. Most contacts received by child helplines in the MENA region in 2022 were made through **outreach** (36.4%), followed by **other** methods not covered by our data framework (27%) and by **telephone** (24.8%). Together, these three most common methods of contact accounted for 88.3% of contacts. MENA is the only region where the telephone does not rank as the main reason for contact.

Method of contact	Number of contacts	Percentage
Outreach	10,805	36.4 %
Other	8,025	27 %
Telephone	7,373	24.8 %
Social media	1,179	4 %
Walk-in / In person	745	2.5 %
Mobile app	576	1.9 %
Website chat	426	1.4 %
Post	286	0.96 %
Text message (SMS)	247	0.83 %
e-mail	27	0.09 %
TOTAL	29,689	

Girls were more likely to contact a child helpline in the MENA region using any method of contact, except for **text message (SMS)** and **telephone**, both of which had a slight majority of boys making contact.

Method of contact	Girl	Boy	Non-binary	Unknown	Totals
Bulletin board	-	-	-	-	-
E-mail	16 (59%)	11 (41%)	-	-	27
Mobile app	291 (51%)	285 (49%)	-	-	576
Outreach	6,477 (60%)	4,328 (40%)	-	-	10,805
Post	147 (51%)	138 (48%)	-	1 (0%)	286
Social Media	735 (62%)	439 (37%)	-	5 (0%)	1,179
Telephone	3,506 (48%)	3,701 (50%)	-	166 (2%)	7,373 (100%)
Text message (SMS)	102 (41%)	145 (59%)	-	-	247
Walk-in / In person	389 (52%)	356 (48%)	-	-	745 (100%)
Website chat	278 (65%)	148 (35%)	-	-	426 (100%)
Website forum	-	-	-	-	-
Other	4,540 (57%)	2,879 (36%)	-	606 (8%)	8,025 (100%)
TOTAL	16,481 (56%)	12,430 (42%)	-	778 (3%)	29,689 (100%)

MAIN REASONS FOR CONTACT

Violence (29.5%) and **access to services** (27.8%) were the largest two reasons for contact reported by the child helplines in the MENA region in 2022. These two together represented almost half of all contacts (48.5%). The remaining categories comprising the Main 4 reasons for contacts in the region were **mental health** (16.6%) and **family relationships** (13%).

Reason for contact	Number of contacts	Percentage
Violence	7,020	29.5 %
Access to services	6,619	27.8 %
Mental health	3,944	16.6 %
Family relationships	3,084	13 %
Education and occupation	1,235	5.2 %
Physical health	891	3.7 %
Peer relationships	640	2.7 %
Sexuality	189	0.8 %
Missing children	137	0.58 %
Discrimination and exclusion	10	0.04 %
TOTAL	23,769	

In terms of gender distribution, girls represented the majority of contacts, except for cases related to **missing children** (72% boys), **physical health** (65% boys), **education and occupation** (56%) and **sexuality** (75% boys). Contacts were equality split between boys and girls when they were related to either **mental health** or **peer relationships**.

Reason for contact	Girl	Boy	Non-binary	Unknown	Totals
Missing children	37 (27%)	99 (72%)	-	1 (1%)	137
Violence	4,504 (64%)	2,451 (35%)	-	65 (1%)	7,020
Mental health	2,076 (53%)	1,861 (47%)	-	7 (0%)	3,944
Physical health	224 (25%)	580 (65%)	-	87 (10%)	891
Access to services	4,118 (62%)	2,501 (38%)	-	-	6,619
Discrimination and exclusion	7 (70%)	3 (30%)	-	-	10
Family relationships	1,941 (63%)	1,143 (37%)	-	-	3,084
Peer relationships	305 (48%)	335 (52%)	-	-	640
Education and occupation	547 (44%)	688 (56%)	-	-	1,235
Sexuality	48 (25%)	141 (75%)	-	-	189
TOTAL	13,807 (58%)	9,802 (41%)	-	160 (1%)	23,769

VIOLENCE: DEEP DIVE (n=6)

Violence was the most common reason for contacting child helplines in the region in 2022, with a total of **7,020** contacts. **Mental/emotional violence** (38.8%) and **physical violence** (22.1%) were the two most common violence-related reasons for contacts reported by child helplines in the MENA region in 2022. Together, they accounted for 61% of all contacts in this category.

Violence sub-category	Contacts	Percentage
Mental/emotional violence	2,727	38.8 %
Physical violence	1,552	22.1 %
Neglect (or negligent treatment)	686	9.8 %
Sexual violence	685	9.8 %
Unspecified/other	483	6.9 %
Bullying	351	5 %
Online sexual abuse	270	3.8 %
Child labour	166	2.4 %
Online sexual exploitation	58	0.83 %
Child/early/forced marriage	24	0.34 %

Violence sub-category	Contacts	Percentage
Commercial sexual exploitation (offline)	18	0.26 %
TOTAL	7,020	

Girls contacted the child helplines substantially more often than boys for all issues related to violence, except for **bullying** (53% boys) and **child labour** (70% boys).

Violence sub-category	Girl	Boy	Non-binary	Unknown	Totals
Bullying	165 (47%)	185 (53%)	-	1 (0%)	351
Child/Early/Forced marriage	20 (83%)	3 (13%)	-	1 (4%)	24
Child labour	49 (30%)	117 (70%)	-	-	166
Commercial sexual exploitation (offline)	14 (78%)	4 (22%)	-	-	18
Female Genital Mutilation (FGM)	-	-	-	-	-
Gender-based harmful traditional practices (other than FGM)	-	-	-	-	-
Harmful traditional practices other than child marriage and FGM	-	-	-	-	-
Mental/emotional violence	1,881 (69%)	834 (31%)	-	12 (0%)	2,727
Neglect (or negligent treatment)	393 (57%)	291 (42%)	-	2 (0%)	686
Online sexual abuse	185 (69%)	85 (31%)	-	-	270
Online sexual exploitation	35 (60%)	23 (40%)	-	-	58
Physical violence	1,005 (65%)	539 (35%)	-	8 (1%)	1,552
Sexual violence	541 (79%)	141 (21%)	-	3 (0%)	685
Unspecified/other	216 (45%)	229 (47%)	-	38 (8%)	483
TOTAL	4,504 (64%)	2,451 (35%)	-	65 (1%)	7,020

ACCESS TO SERVICES: DEEP DIVE (n=3)

Access to services was the second most common reason for contacting child helplines in the region in 2022, with a total of **6,619** contacts. **Legal services and advice** (27.1%) and **mental health services** (25.6%) were the two main concerns related to access to services. Together with **essential needs** (18.2%) and **socio-economical services** (11.3%) they account for 82.2% of contacts in this category.

Access to services sub-category	Contacts	Percentage
Legal services and advice	1,794	27.1 %
Mental health services	1,693	25.6 %
Essential needs	1,207	18.2 %
Socio-economical services	745	11.3 %
Education	628	9.5 %
General healthcare services	458	6.9 %
Sexual health services	94	1.4 %
Unspecified/other	0	0 %
TOTAL	6,619	

Girls contacted child helplines in the MENA region more often than boys with concerns related to access to services. This was especially true for issues with **legal services and advice** (64%) and **mental health services** (72%).

Access to services sub-category	Girl	Boy	Non-binary	Unknown	Totals
Education	270 (43%)	358 (57%)	0 (0%)	0 (0%)	628 (100%)
Essential needs	790 (65%)	417 (35%)	0 (0%)	0 (0%)	1,207 (100%)
General healthcare services	218 (48%)	240 (52%)	0 (0%)	0 (0%)	458 (100%)
Legal services and advice	1,154 (64%)	640 (36%)	0 (0%)	0 (0%)	1,794 (100%)
Mental health services	1,216 (72%)	477 (28%)	0 (0%)	0 (0%)	1,693 (100%)
Sexual health services	40 (43%)	54 (57%)	0 (0%)	0 (0%)	94 (100%)
Socio-economical services	430 (58%)	315 (42%)	0 (0%)	0 (0%)	745 (100%)
Unspecified/other	0 (0%)	0 (0%)	0 (0%)	0 (0%)	0 (0%)
TOTAL	4,118 (62%)	2,501 (38%)	0 (0%)	0 (0%)	6,619 (100%)

Conclusions and recommendations

Our report provides an overview of **3.75 million counselling contacts** made to child helplines around the world. That is equivalent to **430 contacts every hour of every day**.

Our analysis and data are part of a wider effort to map and identify issues affecting children and young people on a daily basis, such as the International Classification of Violence against Children (ICVAC)³, and to use this data as evidence to guide necessary and effective policies. We find, as in previous years, that children suffer violence, struggle with various relationships in their lives, require assistance to access the services they need and deserve, and deal with issues related to their physical and mental health.

Our findings demonstrate the importance of child helplines and their role in amplifying children's voices. We thus make the following recommendations:

1. **Every child should have free and unrestricted access to child helpline services.**
2. **Quality and sustainability of child helplines is crucial to ensuring children's rights.**
3. **Child helpline data and youth participation should inform policy and decision-making that affects children's lives.**
4. **Structured partnerships are needed to eradicate violence against all children.**

3. <https://data.unicef.org/resources/international-classification-of-violence-against-children/>