Child Helpline International

The Role of Child Helplines in Ending Domestic Violence Against Children in the European Union

Insights from Child Helpline Data and Consultations

The Role of Child Helplines in Ending Domestic Violence Against Children in the European Union

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Foreword

It's difficult to measure the value of a child helpline. Although today I'm the Minister of Justice in Denmark, I was once a victim of violence in my childhood home – and so, if you ask me, child helplines are quite simply invaluable!

Children should never be completely left to themselves. Especially not children who are already neglected by the very adults supposed to be taking care of them. They need a lifeline. **In Denmark, the lifeline is called *BørneTelefonen*** (in English: The Children's Helpline) and it's run by an NGO called *Børns Vilkår*. *BørneTelefonen* is used extensively. When children and young people call to share what's on their mind, and seek comfort, advice or help, all too often it's about the violence that is being committed against them.

30 years ago the state of Denmark abolished the right to inflict corporal punishment and made it illegal to hit your child. Yet a Danish study by *Børns Vilkår* earlier in 2025 concluded that **16% of 8th graders had been exposed to physical violence within the past year**, committed by a parent or other caregiver. This corresponds to one in every six children experiencing physical violence from one of the people they should be able to trust the most.

Data collected from a number of Child Helpline International's member child helplines suggests that **the problem continues to transcend national borders – hurting our youngest fellow human beings to a large and disturbing extent**. In particular, professionals who have been consulted in connection with the consultation assess that the **number of inquiries about domestic violence increased during the Covid-19 pandemic**.

We know what consequences violence in childhood can have for a child when they grow up: Children exposed to violence have a **higher risk of depression, substance abuse, eating disorders and suicide attempts**. They are also at a greater risk of exhibiting violent behaviour themselves in later life, against those who are close to them.

In other words, there are many good reasons to fight violence against children, and this is something we need to get better at doing. We must make sure that we can identify when children are being exposed to violence, whether it leaves clear traces or whether it remains invisible or hidden.

We must also ensure that children and young people get the help and support they need. We must make certain that fewer children and young people are exposed to violence, that it can be detected more quickly, and that t**hey and their families get the right help and support as soon as possible**. Violence has devastating consequences for the individual, and it is destructive for society.

We have a social responsibility to stop violence against children and young people. We must act on the knowledge that we have already have, and we must dare to have even more difficult conversations about it: **Because all children and young people deserve and are entitled to a safe upbringing**.

Peter Hummelgaard
The Danish Minister for Justice

Executive Summary

Domestic violence remains one of the **most persistent and least visible forms of harm** affecting children across the European Union (EU). Child helplines act as confidential, child-friendly pathways into national protection systems, and can be the first place where children disclose abuse occurring in the home. Their anonymized data and frontline experience offer **unique, real-time insight** into emerging risks and the functioning of child protection systems across EU Member States.

This report draws on two sources: annual data submitted by child helplines across the EU, and a dedicated thematic consultation with 16 child helplines that provided quantitative information on domestic-violence-related contacts and qualitative insights on **barriers, systemic challenges and patterns observed** in daily counselling practice. Together, these sources provide a deeper understanding of how children seek help, the pressures on national systems, and the gaps that persist.

Findings

- Domestic violence contacts remain significantly above pre-pandemic levels.
- In 2024, 24,975 domestic-violence-related contacts were reported by 8 child helplines.
- Emotional violence was the most frequently disclosed form, followed by physical and sexual violence.
- Girls were disproportionately represented across all forms of domestic violence, especially sexual violence.
- Risk factors for domestic violence include poverty, housing insecurity, parental mental ill-health, substance misuse and inter-parental conflict.
- Children increasingly rely on text-based channels (e.g., chat services, messaging apps, email, and social media platforms) for discreet, safe communication.
- National legislation, recognition of emotional violence, and referral procedures vary widely across the EU.
- Limited capacity in child protection, police, social services and mental health systems delays responses.
- Child helplines consistently identify gaps in child protection coordination and follow-up that leave children at ongoing risk.
- Significant inconsistencies in national data systems weaken monitoring, comparability and policy planning.

Call to Action

- **Establish EU-wide minimum standards** for reporting, referral and follow-up in domestic violence cases.
- **Strengthen legal and policy frameworks**, including full prohibition of corporal punishment and recognition of emotional and psychological violence.
- **Improve inter-agency coordination** and build capacity across police, child protection, social services and mental health care.
- **Ensure long-term, sustainable funding** for 116 111 child helplines in line with the Core Quality Standards for Child Helplines, including support for text-based services and high-quality data systems.
- **Harmonize national data frameworks** and integrate child helpline data into national and EU-level monitoring mechanisms.

Introduction and Background

Domestic violence remains one of the most persistent and under-detected forms of violence affecting children across the European Union (EU). Child helplines are often the first point at which children can disclose what is happening behind closed doors, offering confidential, child-friendly pathways to support when other routes feel unsafe or unavailable. Their anonymized data and frontline insights provide a **critical window into how domestic violence affects children and how protection systems across the EU respond**.

This report brings together annual data submitted by child helplines and findings from a dedicated consultation with child helplines from 16 EU Member States to **examine the scale, nature and impact of domestic violence on children from the perspective of child helplines**. It sets out the patterns emerging from their daily contact with children, the systemic barriers that hinder timely and effective protection according to child helplines, and the variations between national child protection systems that leave many children unprotected.

The analysis that follows is intended to support EU institutions, national governments and child protection stakeholders in strengthening laws, services and coordination mechanisms.

It highlights the essential role of child helplines in prevention, identification and response, and demonstrates why their integration, resourcing and data systems must be central to Europe's joint efforts to end domestic violence against children.

Context and Policy Analysis: Domestic Violence in Europe

Violence against children is one of the most pervasive forms of harm that affects children in Europe. **At least 55 million children in Europe experience some form of violence each year**[1]. Between 2020 and 2024, our members in EU countries received nearly four million contacts, and more than one in four of those contacts concerned a form of violence against children[2], including violence in the home.

Domestic violence is experienced by children in many ways, either directly or by witnessing violence between caregivers. Recent evidence suggests that between **40%-69% of children in the Europe and Central Asia region experience emotional violence from caregivers**[3]. Children who experience emotional violence or witness violence between caregivers are at higher risk of depression, anxiety, behavioural problems, and becoming victims or perpetrators of violence later in life[4].

Corporal punishment remains a particularly urgent concern with 1 in 3 children experiencing physical punishment at home[3].

Overwhelming evidence links violent discipline to increased risk of physical harm, emotional trauma, and exposure to further abuse[5]. In countries where corporal punishment is permitted or socially tolerated, other forms of domestic violence are more likely to go undetected or unreported. Despite progress, **approximately 34 million children in Europe are still not fully protected from corporal punishment in the home**[3].

Protecting children from violence, including within the family, is a legal obligation rooted EU foundational principles. **The protection and promotion of children's rights is a core objective of the EU**, enshrined in **Article 3(3) of the Treaty on European Union** and guaranteed in **Article 24 of the EU Charter of Fundamental Rights**. Ensuring that no child grows up in an environment of fear, intimidation, or physical harm is therefore a fundamental rights obligation for all EU institutions and Member States. The EU Strategy on the Rights of the Child and the 2024 Commission Recommendation on Integrated Child Protection Systems reaffirm that **all children must be protected against all forms of violence without exception**.

Moreover, in 2024 the EU adopted **Directive 2024/1385**[6] on **combating violence against women and domestic violence**, which recognizes children who have witnessed domestic violence as victims and therefore grants them specific rights and protections in criminal proceedings. The directive also highlights the need provide child-friendly reporting procedures to improve the under-reporting in domestic violence cases where the victim is a child.

The Key Role of Child Helplines in Protecting Children from Violence

Child helplines are a trusted and accessible entry point into the child protection system for children facing domestic violence. They can represent the first place where a child feels able to speak about what is happening at home, offering confidential, child-friendly support through multiple communication channels.

Because they provide a safe and non-judgmental space, child helplines can identify risks early, offer immediate emotional support and guidance, and refer children to child protection services when intervention is needed. **Their role is recognized at EU level, including the call for accessible, child-friendly reporting mechanisms such as the harmonized number 116 111 for child helplines**.

Through their daily contact with children and the anonymized data they log about those contacts, child helplines hold unique insights on violence against children broadly, and domestic violence. They detect emerging trends, hear directly about the barriers children face in seeking help, and provide critical insight into how protection systems function in practice. For many children, child helplines may not only be the first service they contact, but **the only one they can safely reach on their own**. Text-based channels such as chat services, messaging apps, email, and social media platforms are, in addition to phone, essential for children who cannot speak openly at home; sending a silent message may be their only safe option to ask for help.

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[1] WHO. (2022). *Violence against children: tackling hidden abuse.* Available at: https://www.who.int/europe/news-room/13-01-2020-violence-against-children-tackling-hidden-abuse
[2] Child Helpline International. (2025). Child Helpline Global Data 2020-2024 [Data dashboard]. Available at: https://childhelplineinternational.org/research-and-child-helpline-data/
[3] UNICEF. (2025). *TransMonEE Analytical Series Where We Live and Learn: Violence against children in Europe and Central Asia.* Available at: https://www.unicef.org/eca/reports/where-we-live-and-learn
[4] Hughes et al. (2017). *The effect of multiple adverse childhood experiences on health: a systematic review and meta-analysis.* Available at: https://www.thelancet.com/journals/lanpub/article/PIIS2468-2667(17)30118-4/fulltext
[5] WHO. (2025). *Corporal punishment of children: the public health impact.* Available at: https://iris.who.int/server/api/core/bitstreams/01d2e03b-f891-44f2-9272-144508effaef/content
[6] Directive 2024/1385. Directive (EU) 2024/1385 of the European Parliament and of the Council of 14 May 2024 on combating violence against women and domestic violence. Available at: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=OJ:L_202401385

Methodology:
How We Collected Our Information

Child Helpline International has 30 members in **27 EU countries** (2025), from whom we collect data on all the contacts they receive from children and young people on an annual basis. This includes demographic information, method of contact and the reasons why children reach out to child helplines, such as violence, mental health or family relationships.

On the level of an individual contact, the annual data collection includes only reason for contact, whilst the location of the incident and the identity of the perpetrator is not submitted as a standard. This meant that we could not determine how many of the violence-related contacts that were logged by our members were domestic violence.

Thematic Data Collection: Domestic Violence Contacts to Child Helplines

To better understand domestic violence contacts to child helplines specifically, we conducted a **dedicated consultation** with 16 of our members in the European Union.

The purpose of this consultation was to gather more detailed information on contacts related to domestic violence, including characteristics, trends, child protection system functioning and the challenges faced by child helplines.

This consultation combined **quantitative data** (volume and nature of domestic violence cases, disaggregated by gender shared by 8 child helplines) with **qualitative insights** from child helplines through a live group consultation (10 participants).

Children's voices on domestic violence:

"*I feel like I have nowhere to go...*"

"I just can't go on like this anymore. My parents and I don't get along, and sometimes they leave me without food. When we argue, they hit me. I used to go to my nan's house when things got bad, but she died a few years ago, so now I feel like I have nowhere to go. I'm embarrassed to tell anyone. Everyone at school seems to have perfect families, and I pretend mine is the same."

The counsellor thanked the child for being honest and validated how difficult it was to cope alone. The counsellor explained the option of involving social services and worked with the child to create a safety plan.

Domestic Violence

Insights from Child Helplines

Across the EU, **child helplines are a trusted and accessible service** for children who are victims of violence, domestic or otherwise. The anonymized data collected by child helplines offers a clear window into how children experience violence, how it affects them, how they seek help and where child protection systems fail to detect or respond effectively. In this section, we amplify the voices of children in the EU who have reached out to child helplines on domestic violence, as well as the crucial insights of child helplines regarding child protection policy, systems and practice.

Violence Against Children: Child Helpline Data

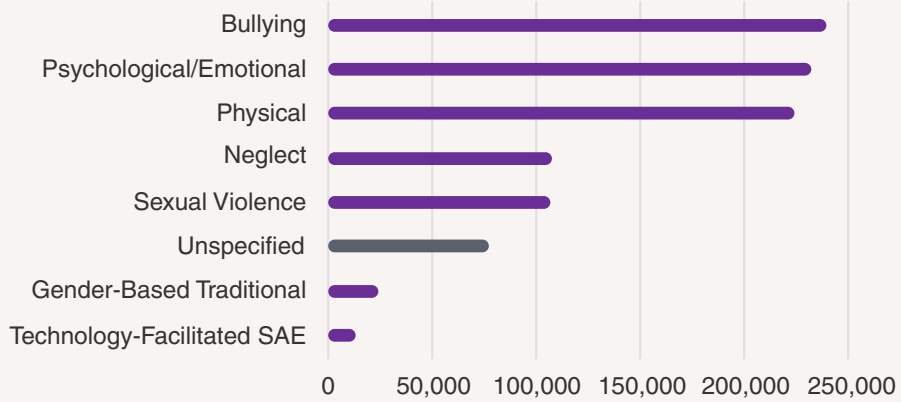
Between 2020 and 2024, 21 of our 30 EU-based members have provided us data on the type of contacts they have handled. Together, they received more than one million contacts that concerned a form of violence against children in that period. Beyond peer-to-peer violence (bullying), psychological/emotional violence, followed by physical violence are the most common reasons for contact within the violence category.

Domestic Violence: Data and Insights from Child Helplines

In 2024, eight of the child helplines that participated in the group consultation recorded **24,975** contacts related to domestic violence. It was noted during the live group consultation that there was a sharp increase in domestic violence contacts during the COVID-19 pandemic, and the numbers have not yet decreased to pre-pandemic levels. Many child helplines continue to record high volumes of domestic-violence-related contacts and describe the issue as a persistent and growing concern.

Half of all domestic violence contacts recorded by child helplines in 2024 (**12,465**) were about **emotional violence**. This makes psychological and coercive violence the single most common form of domestic violence children reported. Emotional violence takes many forms: intimidation, insults, humiliation, manipulation, threats, or coercive control. Several child helplines noted that cases of **witnessing domestic violence** are frequently recorded within the emotional violence category.

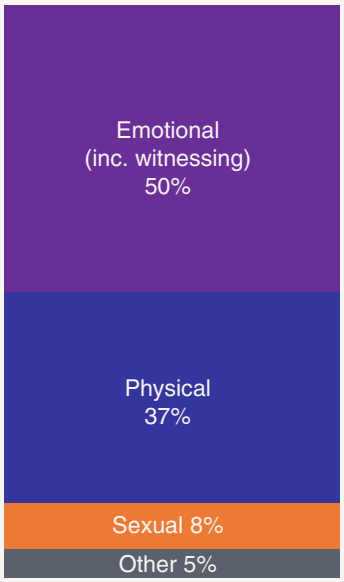
Violence-Related Contacts in EU Countries Between 2020 and 2024



Data source: 21 EU-based child helplines.

This explains why only **113 cases** were logged specifically as "witnessing domestic violence," even though counsellors stressed that this is a salient issue. For many children, the psychological impact of witnessing violence can be as severe as direct harm. A further **37% of contacts (9,245)** were about **physical domestic violence**, and **8% (1,979)** were about **sexual abuse**. **5% (1,173)** involved **neglect or exploitation**.

Recorded Domestic Violence Contacts in 2024



Data source: 8 EU-based child helplines participating in the consultation.

CLICK HERE TO EXPLORE MORE CHILD HELPLINE DATA

Child helplines also emphasized that emotional violence rarely exists on its own. It is often embedded within broader patterns of family conflict, coercive control, parental substance use, and escalating physical or sexual abuse.

Girls were disproportionally represented in contacts to child helplines in all three types of domestic violence, but especially in sexual violence. Of all contacts recorded in 2024, **two in three were either made by or concerned girls**, a pattern that was consistently highlighted by child helpline staff during the group consultations. This gender disparity appeared across every category of domestic violence but was especially striking in sexual abuse cases. Child helplines reported that **78% of all contacts about sexual domestic violence in 2024 came from or were about girls**. Girls accounted for **63% of emotional violence contacts** and **61% of physical violence contacts**.

This disproportional representation does not necessarily indicate gender differences in prevalence, but rather in the **likelihood of disclosing the abuse and seeking help**. Boys who experience domestic violence often **fear being stigmatized or not believed**, and social norms discourage boys from talking about emotions or vulnerability.

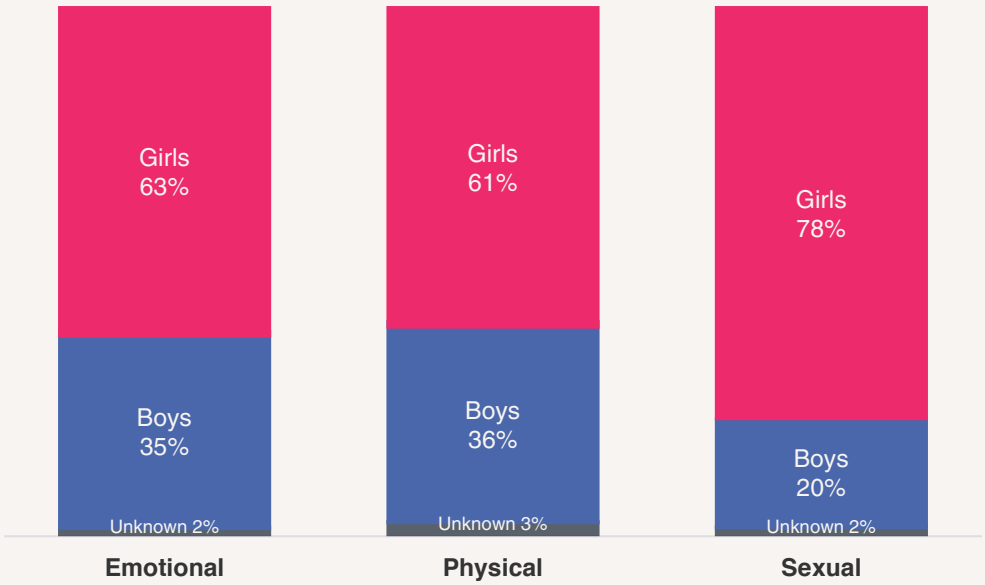
Children's voices on domestic violence:

"I've never told anyone before…"

"I don't feel safe at home. My parents argue a lot, they shout at each other and sometimes at me too. I can't sleep; I can't concentrate at school. I've never told anyone before…I just wanted to tell my story to someone who would listen"

The counsellor acknowledged the child's courage, made space for them to talk openly, and helped them decide which trusted adult they wanted to speak to for support.

Gender Distribution Across Types of Domestic Violence



Data source: 8 EU-based child helplines participating in the consultation.

Risk Factors

Several insights emerged during the live consultation with 10 child helplines as factors that drive or intensify domestic violence, suggesting that domestic violence cannot be viewed or addressed in isolation, but must be discussed alongside mental health promotion, poverty alleviation and gender-based violence initiatives. These included:

- **School holidays**, when children spend more time at home and have more opportunity to seek help.
- **Poverty and housing insecurity**, reported as worsening in multiple countries.
- **Parental mental health strain**, often linked to untreated conditions.
- **Alcohol and substance abuse**, frequently mentioned as triggers in violent households.
- **Inter-parental conflict**, particularly gender-based violence.

Some child helplines also discussed viewing online violence as an element of domestic violence. Whilst online violence occurs online, the child may physically be in the home, which can make the home feel unsafe.

Normalization of Violence

Another critical insight is that **many cases of domestic violence will go unreported because violence may be normalized in children's lives, societally or within the family**.

Children's voices on domestic violence:

"Sometimes I think it's my fault…"

"A couple of hours ago my dad came into my room and hurt me. It still hurts when I pee. He's been doing this since I was nine. He also slaps me, and when I told my mum she said it was okay if I'd been bad. My dad says he owns me and can do whatever he wants, and that no one would believe me anyway. I feel confused… sometimes I think it's my fault."

The counsellor listened carefully and reassured her that the abuse was not her fault, and that she has the right to be safe. Although she wasn't ready to tell anyone else yet, she said she would keep talking to the child helpline.

In some countries and communities, physical punishment remains legal or socially tolerated.

Child helpline staff reported receiving calls from children that questioned whether their experiences qualified as violence because they thought the experience was "*normal*" or that they deserved the punishment. This **normalization makes children less likely to recognize abuse and more hesitant to seek help**, which can delay interventions and allow violence to escalate over time.

Method of Contact: Text-Based Communication and Domestic Violence

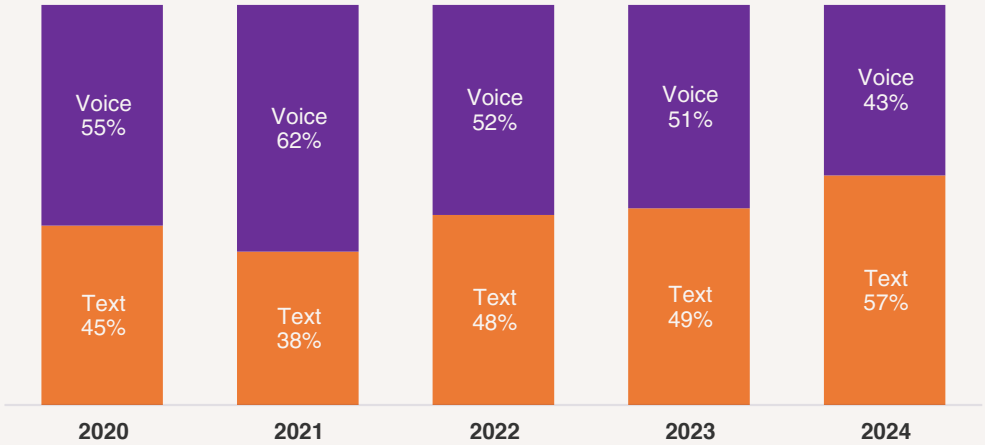
Across the EU, child helplines are seeing a shift in how children choose to reach out for help. Over the past five years, text-based communication, including chat services, messaging apps, email, and social media platforms, has gained popularity over phone calls as the preferred method for contacting a child helpline.

Method of contact data for the full 2020-2024 period is available for 16 of our 30 EU-based members. According to that data, in 2024, **57% of counselling contacts in the European Union were text-based**, compared to 43% voice-based. Just five years ago, this ratio was reversed.

Research and practice increasingly show that many young people prefer digital or text-based channels when seeking help, especially for issues that involve stigma, fear or the need for privacy[7,8]. This reinforces child helplines' experiences that digital access is now essential to reaching children who otherwise remain unheard.

Text-based services can be particularly important in the context of domestic violence. Texting allows children to reach out **without being overheard**, which is essential when the perpetrator is nearby. Having a silent and discreet way to ask for help is a key **matter of child safety**.

Methods of Contact Over Time



Data source: 16 EU-based child helplines.

[7] Yip et al. (2021). *The Opportunities and Challenges of the First Three Years of Open Up, an Online Text-Based Counselling Service for Youth and Young Adults*. Available at: https://pubmed.ncbi.nlm.nih.gov/34948802/

[8] UNICEF. (2023). *Helping young people stay safe and happy online*. Available at: https://www.unicef.org/rosa/blog/keeping-young-people-stay-safe-online

Child Protection Systems and Domestic Violence: Child Helpline Perspectives

Children's voices on domestic violence:

"I don't want to be taken away from my family…"

"Sometimes my dad gets really mad… he hits me with his belt if I mess something up. Even if it's something small like dropping food…I try to be good, but he still yells and hits me. I don't know what to do. I'm scared, but I don't want to be taken away from my family."

The counsellor focused on building trust with them and creating a safe, calm space where they felt comfortable talking. Then, the counsellor followed safeguarding procedures and involved child protection services, keeping the child informed.

Child helplines that participated in the live consultation described a landscape in which **children's protection from domestic violence varies greatly across EU Member States**. The quality of support a child receives depends not only on the strength of their national child protection system, but also on prevailing social and cultural attitudes toward punishment, parenting and children's rights. Although shared challenges were identified, the differences between countries were substantial, underscoring the **need for more coherent and consistent standards** across the region.

Law and Policy

Differences in national legislation have a direct impact on whether domestic violence is recognized, reported and addressed, according to the child helplines in the consultation. In countries with full bans on corporal punishment, violence is more readily identified and acted upon. In contrast, where corporal punishment remains legal or socially tolerated, children are less likely to seek help, and adults are less likely to intervene. These legal and cultural disparities shape both the likelihood of disclosure and the effectiveness of protection, leaving children in some contexts far more vulnerable than others.

Shortcomings in Child Protection Responses

Child helplines reported **significant inconsistencies in national requirements and procedures** for responding to domestic violence. In some countries, child protection actors must act within a specified timeframe, such as a 72-hour window, and police tracing systems may be available to support urgent responses. Elsewhere, referral pathways are unclear, follow-up is inconsistent, and coordination between agencies is weak. In these contexts, children who disclose domestic violence through child helplines can be left waiting for protection or returned to unsafe environments.

The structure and effectiveness of national response systems also differed widely. Some countries benefit from clear protocols and established communication channels between police, social services and child protection authorities. However, this is far from universal. Several child helplines described recurring problems, including police without child-sensitive training, poor information-sharing, and parallel services that fail to communicate. **These gaps undermine children's safety and result in fragmented or delayed protection**.

Capacity constraints compound these challenges. Across many countries, child protection and mental health services do not have the staffing or resources to respond to the volume or complexity of cases. Social workers managing hundreds of cases cannot follow up regularly or provide sustained support. Long waiting lists for mental health services prevent children from accessing trauma-informed care. Even in better-resourced systems, demand continues to exceed capacity, limiting timely intervention.

Emerging Promising Practices

Despite these challenges, child helplines also identified positive developments that demonstrate the potential for a **stronger, more coordinated European response**.

In several countries, improved coordination between police and child protection agencies has resulted in clearer procedures and more reliable follow-up. Some governments and organizations have invested in digital access, expanding text-based services and developing online tools that allow children to seek help discreetly. Others have advanced legal protections by banning corporal punishment or raising public awareness about domestic violence.

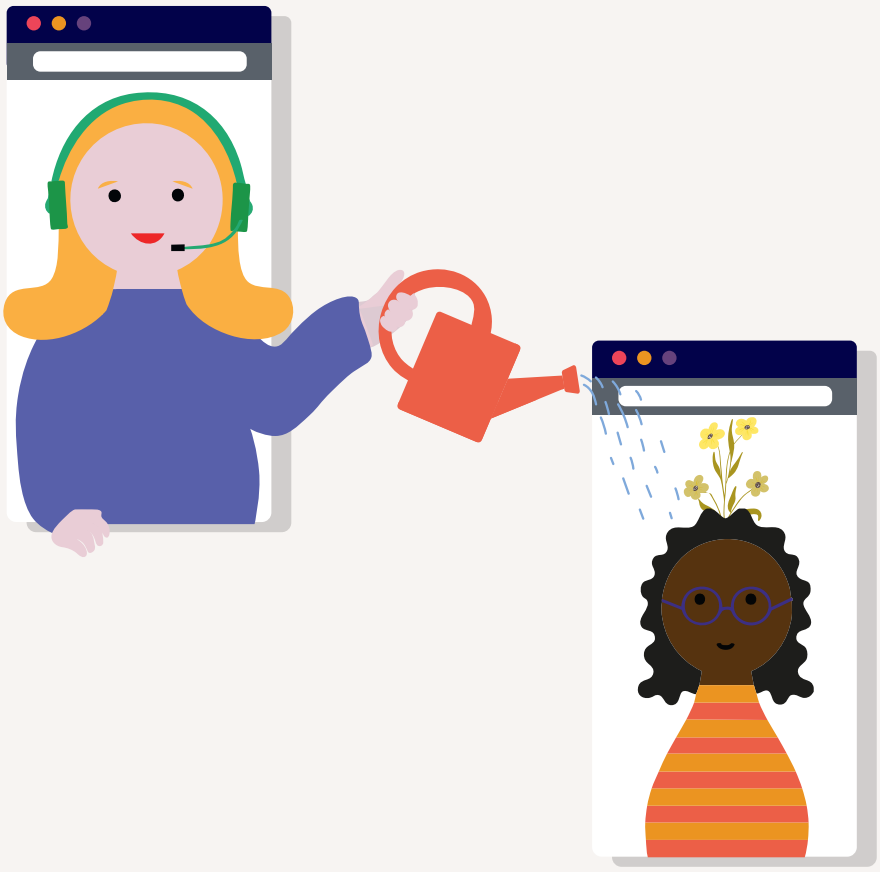
Child helplines also noted that in some contexts, children appear increasingly willing to talk about their experiences at home, reflecting **growing trust** in child helplines and **shifting social norms** around violence.

Data Collection and Evidence Gaps

A major barrier to effective protection highlighted in the consultation is the **lack of standardized data collection** on domestic violence against children.

Data quality and depth vary widely across countries: some child helplines record detailed information about perpetrators, contexts and patterns, while others capture only minimal demographic data. These inconsistencies make it **difficult to identify regional trends, assess risk factors, compare prevalence or advocate effectively** for targeted policy change.

Without consistent and comprehensive information on who is harming children, where violence occurs and how cases progress, national and European systems cannot design or evaluate interventions effectively. Investments by governments in child helpline data collection can help bridge this gap.



Conclusion and Call to Action

The findings demonstrate that domestic violence remains a **significant and persistent issue** for children across Europe.

Child helplines recorded high numbers of contacts involving emotional, physical and sexual violence, with **emotional violence emerging as the most frequently disclosed and often the least recognized form of violence against children**. Children increasingly turn to text-based channels to seek help discreetly when they cannot speak openly at home, and gender differences in disclosure continue to shape how violence is reported.

Child helplines also highlighted **major variations** in national laws, recognition of emotional violence, response timelines and inter-agency coordination. In some countries, clear procedures support timely follow-up, while in others, unclear pathways, long waiting lists and capacity constraints leave children without protection after disclosure. Co-occurring factors such as poverty, parental mental ill-health, substance use and inter-parental conflict further intensify the risks children face.

At the same time, data collection practices remain inconsistent, **limiting the region's ability to track trends, understand risk factors or build effective, comparable evidence**.

Together, these findings show that **children's access to protection still depends heavily on where they live and what support systems are in place**. They also underline the essential contribution of child helplines in identifying harm early, providing safe routes to support and revealing where systems succeed or fall short.

These insights form the foundation for the call to action that follows.

Call to Action

Establish EU-wide minimum standards for responding to domestic violence

Child helplines report significant variation across countries in response timelines, referral pathways and follow-up. **Clear EU-level minimum standards on reporting, referral and protection** are needed to ensure children receive timely, consistent support regardless of where they live. Child helplines can contribute to the design and monitoring of these standards through their frontline insights and trend data.

At the same time, EU Member States must ensure **ambitious and timely implementation of Directive (EU) 2024/1385** on combating violence against women and domestic violence. By **recognizing and supporting 116 111 and other national child helplines as an essential service** for children Member States can secure child-friendly reporting procedures and safeguarding during investigations of domestic violence.

Strengthen legal and policy frameworks, including a full ban on corporal punishment

Differences in national legislation and cultural attitudes towards discipline strongly influence whether domestic violence is recognized and reported.

Countries must prohibit corporal punishment and ensure **emotional and psychological violence are fully recognized** in law and practice.

Child helpline insights demonstrate how unclear legal expectations and societal acceptance of punitive parenting **delay disclosure and hinder early identification**.

Improve coordination and capacity across child protection, police, social services and mental health systems

Child helplines report inconsistent follow-up and large disparities in how agencies coordinate after a child discloses violence. Governments should **strengthen inter-agency procedures, workforce capacity and child-sensitive practice across sectors**.

Child helplines play a key supporting role by identifying cases early, facilitating referrals and providing information about where coordination gaps persist.

Resource child helplines in line with the Core Quality Standards, including text-based services

Child helplines are an essential entry point into protection systems, especially for children who cannot speak safely at home. They are also crucial sources of data on for child rights violations.

Governments should ensure long-term, stable resourcing aligned with the Core Quality Standards for Child Helplines so they can continue to provide **consistent, high-quality support** across voice and text channels to protect children from all forms of violence, as well as collect and share high-quality data to support relevant **policy and practice development**.

Standardize national data systems and integrate child helpline data to strengthen evidence-based responses

The report highlights major differences in what countries and child helplines can record about domestic violence. Countries should **adopt harmonized data frameworks** that capture context, perpetrator information and co-occurring risk factors such as poverty, parental mental ill-health and substance use.

Investing in child helpline data management, and integrating child helpline data into national monitoring systems will **strengthen early detection, inform policy and improve accountability** across protection systems.

Our Child Helpline Members in the EU

Austria	**147 Rat Auf Draht** ☎ 147 https://www.rataufdraht.at
Belgium	**Jongerenlijn AWEL** ☎ 102 https://www.awel.be
Bosnia & Herzegovina	**Plavi Telefon (Blue Phone)** ☎ 0800 50 305 https://www.plavitelefon.ba
Bulgaria	**National Telephone Line for Children** ☎ 116 111 https://sacp.government.bg
Croatia	**Hrabritelefon** ☎ 116 111 https://www.hrabritelefon.hr
Cyprus	**Call 116 111 Cyprus** ☎ 116 111 https://www.call116111.com
Czechia	**Linka Bezpeči** ☎ 116 111 https://www.linkbezpeci.cz
Denmark	**BørneTelefonen** ☎ 116 111 https://www.bornetelefonen.dk
Estonia	**Lasteabi** ☎ 116 111 https://lasteabi.ee
Finland	**MLL Nuortennetti** ☎ 116 111 https://www.nuortennetti.fi
France	**Allô Enfance en Danger (SNATED)** ☎ 119 https://www.allo119.gouv.fr
Germany	**Kinder- und Jungendtelefon** ☎ 116 111 https://nummergegenkummer.de
Greece	**The Smile of the Child** ☎ 116 111 https://www.hamogelo.gr
	Together for Children ☎ 11525 https://www.mazigiatopaidi.gr
Hungary	**Lelkisegély-vonal** ☎ 116 111 https://www.kek-vonal.hu
Ireland	**ISPCC Childline** ☎ 1800 66 66 66 / 116 111 https://www.childline.ie
Italy	**Hello Telefono Azzurro** ☎ 19696 https://www.azzurro.it
Latvia	**Bērnu un Pusaudžu Uzticības Tālrunis** ☎ 116 111 https://uzticibastalrunis.lv
Lithuania	**Vaiku Linija** ☎ 116 111 https://www.vaikulinija.lt
Luxembourg	**Kanner Jugendtelefon (KJT)** ☎ 116 111 https://www.kjt.lu
Malta	**Kellimni.com** https://www.kellimni.com
	Support Line 179 ☎ 116 111 https://fsws.gov.mt/en/appogg/Pages/supportline.aspx
Netherlands	**De Kindertelefoon** ☎ 116 111 https://kindertelefoon.nl
	Helpwanted ☎ +31 20 261 5275 https://helpwanted.nl

Poland	**Telefon Zaufania** ☎ 116 111 https://fdds.pl
Portugal	**SOS Criança** ☎ 116 111 https://iacrianca.pt/intervencao/sos-crianca
Romania	**Telefonul Copilului** ☎ 116 111 https://www.telefonulcopilului.ro
Slovakia	**Linka Detskej Istoty** ☎ 116 111 / 0800 500 500 https://www.ldi.sk
Slovenia	**National Telephone Helpline TOM** ☎ 116 111 https://www.e-tom.si
Spain	**Teléfono ANAR** ☎ 116 111 https://www.anar.org
Sweden	**BRIS** ☎ 116 111 https://www.bris.se

The highlighted child helplines contributed to this thematic paper by sharing data and/or participating in the focus group discussion, and we sincerely appreciate their valuable input.

You can click **here to view the complete list of our members in Europe**.

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 organizations 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.

Child Helpline International

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

Child Helpline International is a collective impact organization with over 140 members in more than 120 countries and territories around the world.

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 system globally, regionally and nationally, and to help our members advocate for the rights of children and amplify their voices.

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Support us!

Every child has a voice. **Your** support helps us continue **our** work to ensure **their** voices are heard.

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