WE LISTEN TO THE VOICES OF CHILDREN AND YOUNG PEOPLE
Disclaimer

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 detail cited in the stories has been altered and the child helpline name replaced with a more generic ‘child helpline’.

The regional overviews in this publication are based on the analysis of information received from 104 child helplines around the world. These pieces of information are collected through Child Helpline International’s annual data questionnaire and point to the number and reason of contacts that child helplines registered in 2016.

The data presented and statements made do not capture the full scope of practices and policies of all countries and cases handled by the child helplines and other child protection organisations at the national level. The exact data can be requested from Child Helpline International.
24,434,747

That’s the number* of times children and youth found the courage to reach out to a child helpline last year.

They contacted us in a variety of ways:

- via online chats and messages: 491,418
- by emails, letters and faxes: 193,991
- through phone calls and SMS: 23,599,776
- through school and community programmes: 119,231

and had lots of questions about:

- Abuse and violence
- Bullying and cyberbullying
- Physical health and healthcare
- Psychosocial and mental health
- Sexuality and sexual awareness
- Family Relationships
- General information
- Peer Relationships
- School and education
- Homelessness

We found out that girls needed help the most.

45% 55%

*Percentages exclude contacts where the sex of the child is unknown

*The number includes silent calls
2,255,168

that’s the number* of times children and youth reached us in Africa

They did it in many ways:

- by SMS: 134,262
- through phone calls: 1,999,916
- by post and email: 35,693
- by visiting the child helpline: 11,770
- via online chats and messages: 50,079

We reached out to 23,448 young people in schools and communities

*The number includes silent calls

Child helplines that shared their 2016 data with us!

- Burkina Faso Ministère de la Femme, de la Solidarité Nationale et de la Famille
- Ethiopia ECFA
- Guinee Conakry AGUIAS
- Kenya Childline Kenya
- Lesotho Child Helpline Lesotho
- Madagascar Allô Fanantenana
- Malawi YONECO
- Mauritania AMSME
- Mauritius Halley Movement
- Mozambique Linha Fala Criança
- Senegal GINDDI
- Sierra Leone Childhelp Sierra Leone
- Tanzania and Zanzibar C-Sema Group
- Uganda Sauti 116 Uganda Child Help Line
- Zambia LifeLine/Childline Zambia
- Zimbabwe Childline Zimbabwe

Children and youth contacted us to talk about:

<table>
<thead>
<tr>
<th>Category</th>
<th>Boys</th>
<th>Girls</th>
<th>Unknown</th>
<th>Total contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abuse and violence</td>
<td>155,716</td>
<td>94,288</td>
<td>31,195</td>
<td>288,199</td>
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<tr>
<td>Info about the child helpline</td>
<td>31,195</td>
<td>28,891</td>
<td>23,357</td>
<td>83,443</td>
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<tr>
<td>HIV/AIDS</td>
<td>24,266</td>
<td>20,627</td>
<td>19,791</td>
<td>64,684</td>
</tr>
<tr>
<td>School and education</td>
<td>16,420</td>
<td>15,490</td>
<td>15,490</td>
<td>47,390</td>
</tr>
<tr>
<td>Psychosocial and mental health</td>
<td>19,791</td>
<td>16,420</td>
<td>15,490</td>
<td>51,701</td>
</tr>
<tr>
<td>Peer relationships</td>
<td>28,891</td>
<td>23,357</td>
<td>23,357</td>
<td>75,595</td>
</tr>
<tr>
<td>Sexuality and sexual awareness</td>
<td>15,490</td>
<td>16,420</td>
<td>15,490</td>
<td>47,400</td>
</tr>
<tr>
<td>Family relationships</td>
<td>19,791</td>
<td>16,420</td>
<td>15,490</td>
<td>51,701</td>
</tr>
<tr>
<td>Bullying and cyberbullying</td>
<td>15,490</td>
<td>16,420</td>
<td>15,490</td>
<td>47,400</td>
</tr>
<tr>
<td>Physical health and healthcare</td>
<td>15,490</td>
<td>16,420</td>
<td>15,490</td>
<td>47,400</td>
</tr>
</tbody>
</table>
3,035,772
that's the number* of times children and youth reached us in the Americas and the Caribbean

They did it in many ways:

- by SMS: 440,553
- by visiting the child helpline: 43
- through phone calls: 2,510,094
- by post, fax and email: 25,316
- via online chats and messages: 52,906

We reached out to 6,857 young people in schools and communities

*The number includes silent calls

Children and youth contacted us to talk about:

<table>
<thead>
<tr>
<th>Boys</th>
<th>Girls</th>
<th>Unknown</th>
<th>Total contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychosocial and mental health</td>
<td>467,594</td>
<td>157,521</td>
<td>1,04,495</td>
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<tr>
<td>Abuse and violence</td>
<td>90,076</td>
<td>42,995</td>
<td>23,259</td>
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<tr>
<td>Family relationships</td>
<td>42,995</td>
<td>23,259</td>
<td>17,083</td>
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<tr>
<td>Peer relationships</td>
<td>42,995</td>
<td>23,259</td>
<td>16,741</td>
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<tr>
<td>Info about the child helpline</td>
<td>42,995</td>
<td>23,259</td>
<td>13,031</td>
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<tr>
<td>Discrimination</td>
<td>42,995</td>
<td>23,259</td>
<td>12,983</td>
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<tr>
<td>School and education</td>
<td>42,995</td>
<td>23,259</td>
<td></td>
</tr>
</tbody>
</table>
14,058,529
that's the number* of times children and youth reached us in Asia Pacific

They did it in many ways:

by visiting the child helpline: 17,926
through phone calls: 13,906,504
by SMS: 5,680
by post, email and fax: 15,920
via online chat: 29,659
*The number includes silent calls

We reached out to 82,840 young people in schools and communities

Children and youth contacted us to talk about:

<table>
<thead>
<tr>
<th>Boys</th>
<th>Girls</th>
<th>Unknown</th>
<th>Total contacts</th>
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</thead>
<tbody>
<tr>
<td>Info about the child helpline</td>
<td>286,769</td>
<td>62,329</td>
<td>60,482</td>
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<tr>
<td>Psychosocial and mental health</td>
<td>59,071</td>
<td>56,913</td>
<td>56,913</td>
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<tr>
<td>School and education</td>
<td>15,371</td>
<td>14,371</td>
<td>14,371</td>
</tr>
<tr>
<td>Abuse and violence</td>
<td>15,371</td>
<td>14,371</td>
<td>14,371</td>
</tr>
<tr>
<td>Homelessness</td>
<td>15,371</td>
<td>14,371</td>
<td>14,371</td>
</tr>
<tr>
<td>Commercial exploitation</td>
<td>15,371</td>
<td>14,371</td>
<td>14,371</td>
</tr>
<tr>
<td>Family relationships</td>
<td>15,371</td>
<td>14,371</td>
<td>14,371</td>
</tr>
<tr>
<td>Children on the move</td>
<td>15,371</td>
<td>14,371</td>
<td>14,371</td>
</tr>
<tr>
<td>Peer relationships</td>
<td>15,371</td>
<td>14,371</td>
<td>14,371</td>
</tr>
<tr>
<td>Physical health and healthcare</td>
<td>15,371</td>
<td>14,371</td>
<td>14,371</td>
</tr>
</tbody>
</table>

Child helplines that shared their 2016 data with us!

Afghanistan Voice of Children
Australia Kids Helpline
Bangladesh Child Helpline Bangladesh
Cambodia Child Helpline Cambodia
China, Hong Kong, SAR Hotline Against Child Abuse
India Childline India
Indonesia Telepon Pelayanan Sosial Anak (TePSA)
Japan Childline 0120-99-7777
Kazakhstan Telefon 150
Maldives Child Help Line 1412
Mongolia Child Helpline 108
Nepal Child Helpline 1098
New Zealand 0800 Kidsline
New Zealand 0800 What’s Up?
Pakistan Madadgaar National Helpline
Philippines Bantay Bata 163
Singapore Tinkle Friend Helpline
Thailand SaiDek 1387
Vietnam Child Helpline Vietnam
4,297,867

that’s the number* of times children and youth reached us in Europe

They did it in many ways:

by SMS: 34,807

by visiting the child helpline: 287

through phone calls: 3,782,633

via online chats and messages: 358,757

by post and email: 117,004

We reached out to 4,379 young people in schools and communities

*The number includes silent calls

Children and youth contacted us to talk about:

- Peer relationships
- Abuse and violence
- Info about the child helpline
- School and education
- Physical health and healthcare
- Psychosocial and mental health
- Family relationships
- Sexuality and sexual awareness
- Bullying and cyberbullying
- Parenting and child rearing
- Sexuality and sexual awareness
- School and education
- Physical health and healthcare
- Psychosocial and mental health
- Family relationships
- Sexuality and sexual awareness
- Bullying and cyberbullying
- Parenting and child rearing
- Sexuality and sexual awareness
- School and education
- Physical health and healthcare
- Psychosocial and mental health
- Family relationships
- Sexuality and sexual awareness
- Bullying and cyberbullying
- Parenting and child rearing
- Sexuality and sexual awareness
- School and education
- Physical health and healthcare

Child helplines that shared their 2016 data with us:

Albania  Alo 116
Austria  147 Raht auf Draht
Azerbaijan  Azerbaijan Child Helpline Service
Belarus  Child Helpline Belarus
Belgium  Awel
Bosnia and Herzegovina  Plavi Telefon
Croatia  Hrabri Telefon
Denmark  Barns Vilkår
Estonia  Lasteabitelefon 116 111
Finland  Lasten ja nuorten puhelin 116 111
France  119 Allô Enfance en Danger
Germany  Kinder- und Jugendtelefon
Greece  The Smile of the Child
Hungary  KéK Vonal
Iceland  Hjálparsíminn 1717 Icelandic Red Cross
Ireland  ISPCC Childline
Israel  ERAN for Children and Adolescents
Israel  Natal
Italy  Telefono Azzurro
Latvia  Uzticības tālrūnis 116 111
Lithuania  Vaikų linija
Luxembourg  Kanner-Jugendtelefon (KJT)
Macedonia  SOS line for children and youth
Malta  Kellimni.com
Netherlands  De Kindertelefoon
Norway  Alarmtelefoon
Norway  Kors på halsen
Poland  Telefon zaufania dla dzieci i młodzieży
Portugal  SOS-Criança
Romania  Telefonul Copiilor 116 111
Russia  The National Foundation for the Prevention of Cruelty to Children (NFPCC)
Serbia  Nacionalna dečija linija (NADEL)
Slovakia  Linka detskej istoty (LDI)
Slovenia  Telefon za otroke in mladostnike (TOM)
Spain  Teléfono Anar
Sweden  Barnens Rätt i Samhället (BRIS)
Switzerland  Beratung + Hilfe 147
United Kingdom  Childline
United Kingdom  Missing People
Ukraine  La Strada
787,411

that's the number* of times children and youth reached us in the Middle East and North Africa

They did it in many ways:

via online chat and SMS: **18**

by email and fax: **58**

through phone calls: **785,323**

by visiting the child helpline: **305**

We reached out to **1,707** young people in schools and communities

*The number includes silent calls

Children and youth contacted us to talk about:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Boys</th>
<th>Girls</th>
<th>Unknown</th>
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</tr>
</thead>
<tbody>
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<td>Abuse and violence</td>
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<td></td>
<td></td>
<td>25,968</td>
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<td>Info about the child helpline</td>
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<td></td>
<td>6,549</td>
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<tr>
<td>Family relationships</td>
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<td></td>
<td></td>
<td>2,814</td>
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<tr>
<td>Peer relationships</td>
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<td></td>
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<td>2,163</td>
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<tr>
<td>Physical health and healthcare</td>
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<td>Legal matters</td>
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<tr>
<td>School and education</td>
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<td></td>
<td></td>
<td>1,293</td>
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<tr>
<td>Parenting and child rearing</td>
<td></td>
<td></td>
<td></td>
<td>894</td>
</tr>
<tr>
<td>Psychosocial and mental health</td>
<td></td>
<td></td>
<td></td>
<td>670</td>
</tr>
<tr>
<td>Sexuality and sexual awareness</td>
<td></td>
<td></td>
<td></td>
<td>628</td>
</tr>
</tbody>
</table>
Here are some of the stories behind the numbers:

**Suong's story:**
I was silly enough to believe that a stranger could give me a good job. What she gave me instead was a husband. I was too young to understand what to do or how to react. I ended up pregnant and hating my husband. I decided to run away from home. The child helpline helped me throughout my pregnancy. They also advised me to attend some vocational courses. Soon, I will be able to sustain myself and my child.

**Filip's story:**
I am 14 and I want to study. I have qualified for Eighth Grade but I don't have the money to buy my books. I decided to ring the child helpline. I thought they could help. They did. They connected me with an organisation that helps children like me. My story even ended up on the news. I'm happy I can go to school.

**Khadija's story:**
I was nervous when I called the child helpline. I didn't know how to start. At first, I picked some random topic but when the call was about to end, I told the truth: some teachers at school were abusing me and my girl friends. The reward for our silence was high grades. I called the child helpline to stop this. Those teachers are now arrested. I don't know what will happen to them but I'm happy they cannot harm us anymore.

**Tomás' story:**
I felt so sad and alone and that life was not worth living when I called the child helpline. With no friends, a bad relationship with my mother and no father in the picture, I stopped going to school. Until I talked with a counsellor at the child helpline I couldn't seem to do anything or talk to anyone. With the counsellor, I made a plan to join some physical activities, talk to my teacher and return to school, and ask others for help. I feel encouraged.

**Suong's story:**
I was silly enough to believe that a stranger could give me a good job. What she gave me instead was a husband. I was too young to understand what to do or how to react. I ended up pregnant and hating my husband. I decided to run away from home. The child helpline helped me throughout my pregnancy. They also advised me to attend some vocational courses. Soon, I will be able to sustain myself and my child.

**Arsène's story:**
I was mistreated by my grandmother. She locked me up in a pigsty the entire day and fed me on pigs' food. I don't know why. I believe it had something to do with my disability. I didn't ring the child helpline. Someone else did it for me. I now live with my mum and I have started attending school. I'm healthier and happier.
We are the international network of child helplines.

A global collective impact organisation of 181 members from 147 countries (May 2017).

Every year, child helplines around the world field millions of individual cries for help. Until the founding of Child Helpline International in 2003, these organisations did their great work in isolation, and with no access to one another. Now, we are working together every day to bring children’s voices to policy makers and influencers: we make sure the world listens to these voices.

And we listen to the listeners, our members, and help them to support one another.

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

childhelplineinternational.org