Annual Review 2018

Child Helpline International is the global network of child helpline organisations which together received over 24 million contacts a year from children and young people in need of care, protection and support. Child helplines are most often the first point of contact for children who are in need of support and protection. Child Helpline International collects data and this knowledge base is used to advocate on behalf of children to make their lives safer by highlighting the gaps in the child protection systems – more information regarding child helpline data can be found here: https://www.childhelplineinternational.org/data-overview/

Child Helpline International is a registered non-profit Foundation (Stichting) registered in the Netherlands (2003).

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In 2018, Child Helpline International celebrated its 15th anniversary. There have been some fantastic achievements and many great successes during the past decade and a half of our work. We have seen the establishment of an international network of child helplines around the world. International efforts to establish effective child protective systems at the national level continue apace, with efforts like the Global Partnership to End Violence Against Children, which recognises child helplines as an essential element of such systems.

With the support of our global partner, UNICEF, we have seen some encouraging developments during 2018 in countries such as Argentina, Benin, El Salvador, Guatemala and Mexico. We launched our first Community of Practice in Europe, focusing on LGBTQI+ children and young people, and we introduced our new Quality Assurance Framework for child helplines with a pilot self-assessment exercise for child helplines launched in November.

The undoubted highlight of the year was the Ninth International Consultation of Child Helplines, which took place in Toronto, Canada, 6-8 November 2018. This gathering of child helplines and partners from all around the world saw a lively exchange of experiences and ideas about the future development of child helplines, including discussion on how we could benefit from developments in technology by establishing global online access for as many children as possible.

Throughout the year, we continued to strengthen our activities in supporting and promoting child helplines, and these will advance even further in the years to come. One of the major challenges will be to contribute in the best and most effective way possible to the objectives set out in the UN Sustainable Development Goals, especially target 16.2, which has the aim of ending all forms of violence against children by 2030.

Every child has a voice. This has been our firm belief since our foundation in 2003, and this same simple belief drives us ever forwards. I am proud of what we have achieved in 2018, I am proud of what we have achieved over the past 15 years, and I look forward to what we can and will achieve in the future, as we continue to work tirelessly to ensure that no child is left unheard.

“Every child has a voice. This has been our firm belief since our foundation in 2003, and this same simple belief drives us ever forwards.”

Professor Jaap Doek.
Chair of the Supervisory Board
Goal 1: Developing Child Helpline International’s programmatic knowledge and expanding our thematic expertise

We strengthened European child helplines by building capacity on data collection and through developing expertise by enhancing cross-sector partnerships between governments, children’s rights organisations and industry partners. With the support and funding from the EU Commission we also implemented our new quality standards for child helplines.

By implementing our Advocate, Collaborate & Train to End Violence Against Children (ACT to EVAC) programme in partnership with the International Centre for Missing & Exploited Children (ICMEC), we supported crucial services available to victims of online child sexual exploitation and abuse in five target countries. See “ACT to EVAC” on page 5 for more information about this project.

In partnership with UNICEF, we continued to strengthen child helplines in the East and South Africa (ESA) region by improving data advocacy and harmonising terminology. We made an inventory of the tools and guidelines currently used by child helplines in the region, and reviewed them. We also developed an internal guide on how to receive and respond adequately to contacts from children and young people, and Standardised Operating Procedures (SOPs) for child helplines on how to refer cases to statutory and non-statutory actors in the child protection system, and organised a Training-of-Trainers (ToT) course on how to use them. Working with other UNICEF national offices and national partners around the world, we ran a project to strengthen the capacities of the National Police Line 110 in Guatemala, improved child and youth protection through unifying and strengthening the capacities of Lineas 102 in Argentina, and supported the first phase of starting up child helplines in El Salvador and Honduras.

We supported the development and launch of a child helpline in Benin by providing a training on call response, case management and child protection for counsellors, and developing a short advocacy video for the child helpline. We developed an internal guide for case management and referral for the child helpline. In collaboration with CEOP, the Child Exploitation and Online Protection Command of the UK’s National Crime Agency, we also supported the development of a child helpline in the Cayman Islands, providing specific recommendations for the creation of a child helpline.
In March 2018, Child Helpline International joined hands with the International Centre for Missing & Exploited Children (ICMEC) to support victims and survivors of online child sexual exploitation and abuse (CSEA).

Advocate, Collaborate & Train to End Violence Against Children (ACT to EVAC), funded by the Fund to End Violence Against Children, is a 27-month joint programme that supports five focus countries in establishing or enhancing their national response systems to online CSEA. This will be achieved through implementing the Model National Response framework, which has been developed by the WePROTECT Global Alliance.

Participants in the programme are:
• Childline Kenya
• Tanzania National Child Helpline (operated by C-Sema)
• Télefono Anar (operated by Fundación Anar Perú)
• Bantay Bata 163 (operated by the ABS-CBN Lingkod Kapamilya Foundation in the Philippines)
• JRF 110 Helpline (operated by the Jordan River Foundation).

2018 proved to be a very fruitful year for the ACT to EVAC programme. During the course of 2018, our milestones included:
• A strategic partnership meeting in April 2018.
• The outline and design of the five national studies, in terms of methodology and structure.
• Two kick-off meetings with our implementing partners – one in Nairobi, Kenya (June 2018) with four of the child helplines, and one in Dar Es Salaam, Tanzania (September 2018) when the Tanzania National Child Helpline joined the programme.
• The outline and design of the #Youth Engagement Strategy by the ACT to EVAC #Youth representatives in October 2018.
• The Ninth International Consultation of Child Helplines in Toronto in November 2018 featured a side meeting for the ACT to EVAC implementing partners and #Youth representatives.
Goal 2: Improved evidence-based advocacy

As part of a four-year Framework Partnership Agreement under the European Commission’s Rights, Equality and Citizenship Programme we are working to further improve accessibility to child helplines through promoting inclusive practices. In 2018, we looked at how child helplines can best support LGBTQI+ children and youth. We did this by collecting and sharing good practices among our EU members and partners, by improving our data collection, and through establishing quality standards for our member child helplines specifically relating to inclusive practices. See “WeListen: Community of Practice” on page 7 for more information about this project.

Through our partnership with ICMEC, we successfully determined the outline and design of five national studies relating to the ACT to EVAC programme.

In May 2018, we published jointly with IIN OEA (Inter-American Children’s Institute of the Organization of the American States) a report that showcased the work of child helplines in the Americas and the Caribbean, and their position in national child protection systems.

Goal 3: Building an effective and sustainable organisation

Throughout the year, we continued our collaboration with Facebook, Google and the telecoms sector, attending the EMEA Facebook and Google Summit in Dublin, April 2018. In 2018, we renewed our collaboration with the GSMA with a revised MoU. The GSMA represents the interests of mobile operators worldwide, uniting more than 750 operators. This pivotal relationship has proven indispensable in securing toll-free access to child helpline services worldwide, and continues to play an important role in strategies to tackle child sexual exploitation and abuse online.

We continued and expanded our youth-centred programming, reviewing our current youth participation framework and engagement to ensure meaningful and active participation. We also reviewed our mentorship programme.

We worked with our Canadian child helpline member Kids Help Phone to fundraise for youth to attend the International Consultation in Toronto, which Kids Help Phone hosted on our behalf.

Following a review of our quality standards under the leadership of our Quality Assurance for Child Helplines Advisory Council (QACHAC), in November we successfully launched the pilot of our revised Quality Assurance Framework.
WeListen: Community of Practice

Funded by the European Commission, the WeListen project works with Child Helpline International’s 32 members operating in 28 EU states, helping to strengthen their response to vulnerable children. More specifically the project builds the capacity of child helplines in the collection, management and use of data to inform policy makers and child protection actors, and to build and enhance national partnerships between governments, children’s rights actors and the private sector to prevent and respond to violence against the most vulnerable children. In 2018, the WeListen project focused on LGBTQI+ children and youth. A multi-disciplinary Community of Practice, consisting of child helpline representatives and representatives from expert organisations was convened on the topic of support for LGBTQI+ children and young people.

Our other 2018 achievements under the WeListen project included the following:

• An online platform facilitating communication, collaboration and knowledge exchange between child helplines in Europe was established.
• Our new Quality Assurance Framework for child helplines was established, requiring child helplines to assess themselves against a set of quality standards. The results of individual assessments will create an inventory of strengths and areas for improvement across the entire EU child helpline network.
• A critical review of our methodology for data collection from our child helpline members will improve the quality of data we can make available to policy-makers.
• Ongoing advocacy promoting the work of child helplines was achieved through key events, including our Ninth International Consultation for Child Helplines, celebrating International Child Helpline Day (17 May) and online campaigning on how to support LGBTQI+ children and young people.

This project was funded by the European Union’s Rights, Equality and Citizenship Programme (2014-2020).
Our members in 2018

Two new helplines joined the Child Helpline International network in 2018 - the Cece Yara Foundation from Nigeria, and Telefon Copilului, operated by the Ministry of Health, Labour and Social Protection in Moldova.

By the end of the year, the network comprised 178 members in 146 countries and territories around the globe.

Africa

Full members
Botswana Childline Botswana
Burkina Faso Allo 116
Côte d’Ivoire Ligne verte 116
eSwatini SWAGAA 951 Help Line
eSwatini Ministry of Education
Ethiopia Adama Child Helpline (ECFA)
Gambia Child Helpline Gambia (CEDAG)
Guinea AGUIAS 116
Kenya Childline Kenya
Lesotho Child Helpline Lesotho
Madagascar Allô Fanantenana Ligne 511
Malawi Tithandizane Helpline 116 (YONECO)
Mauritania AMSME Mauritania
Mauritius Child Helpline Mauritius (Halley Movement)
Mozambique Linha Fala Criança
Namibia Lifeline/Childline Namibia
Nigeria HDI Nigeria Child Helpline
Nigeria Cece Yara Child Helpline
Senegal Centre GINDDI - Allo 116
Sierra Leone ChildHelp Sierra Leone
South Africa Childline South Africa
Tanzania National Child Helpline (C-Sema Tanzania)
Togo Allo 1011 (CROPESDI)
Uganda Sauti 116 - Uganda Child Helpline
Zambia Lifeline/Childline Zambia
Zimbabwe Childline Zimbabwe

Associate members
Benin Ministère des Affaires Sociales et de la Micro Finance
Burundi Waga Ndakumva
Cameroon Lignes Vertes
Democratic Republic of Congo Tukinge Watoto
Ghana AMPCAN Ghana
Liberia My Voice, My Safety
Madagascar Ligne Vert 147
Sierra Leone EEHRS Sierra Leone Child Helpline
South Sudan South Sudan Child Helpline

Americas & The Caribbean

Full members
Argentina Línea 102 Ciudad Autónoma de Buenos Aires
Argentina Línea 192 Programa Cuidaníos
Aruba Telefon pa Hubentud
Bolivia Línea 156
Brazil Safernet Brasil
Canada Kids Help Phone
Chile Fonoinfancia
Colombia Línea 106 Corpolatin
Colombia Línea 106 Bogotá
Colombia Instituto Colombiano de Bienestar Familiar
Costa Rica Patronato Nacional de la Infancia
Curaçao Telefon pa Mucha i Höben 918
Nicaragua Línea 133
Paraguay Fono Ayuda Línea 147
Peru Teléfono ANAR
St Maarten Positive Connection Hotline
Suriname Kinder en Jongeren Telefoon
Trinidad & Tobago Childline Trinidad & Tobago
Uruguay Línea Azul
USA Crisis Text Line
USA Boys Town National Hotline
USA Californian Youth Crisis Line
USA Childhelp National Child Abuse Hotline
USA 2nd Floor Youth Helpline
USA National Runaway Safeline
USA Stop It Now!

Associate members
Antigua & Barbuda Friends Hotline
Bolivia Línea 156 DIO
Haiti Jurimédia
Saint Kitts & Nevis The Ripple Institute
USA Polaris
USA The Trevor Project
Asian-Pacific

**Full members**
- Afghanistan: Voice of Children
- Australia: Kids Helpline
- Bangladesh: Child Helpline 1098
- Brunei: Helpline Ke bajak 141
- Cambodia: Child Helpline Cambodia
- Hong Kong: Hotline Against Child Abuse
- India: Childline India
- Indonesia: TePSA - Telepon Pelayanan Sosial Anak
- Japan: Childline Japan
- Kazakhstan: Telefon 150 (Balaga Komez)
- Laos: Vientiane Youthline
- Malaysia: Talian Kasih 15999
- Maldives: Child Help Line 108
- Mongolia: Child Helpline 108
- Nepal: Child Helpline 1098 (CWIN)
- New Zealand: 0800 What’s Up?
- New Zealand: Kidsline
- New Zealand: Youthline
- Pakistan: Madadgar National Helpline
- Papua New Guinea: 1-Tok Kaunselin Himpim Lain
- Philippines: Bantay Bata 163
- Singapore: Tinkle Friend Helpline
- Sri Lanka: Don Bosco Lama Sarana
- Thailand: Childline Thailand - SaiDek 1387
- Vietnam: National Hotline for Child Protection 111

**Associate members**
- Bhutan: Child Helpline Bhutan
- China: Child Emergency Hotline
- Fiji: Child Helpline Fiji
- Kyrgyzstan: Child Rights Defenders League
- Myanmar: Childline Myanmar
- Taiwan: 113 Protection Hotline
- Tajikistan: Child Rights Centre
- Uzbekistan: Children and Family Support Association
- Vanuatu: Vanuatu Youth Toll-Free Helpline

Europe

**Full members**
- Albania: Alo 116
- Austria: 147 Rat auf Drahf
- Azerbaijan: Azerbaijani Child Helpline
- Belarus: Child Helpline Belarus
- Belgium: Jongerenlijn AWEL
- Bosnia & Herzegovina: Plavi Telefon
- Croatia: Habrilefon
- Cyprus: Call 116111 Cyprus
- Czech Republic: Linka Bezpečí
- Denmark: Børns Vilkår
- Estonia: Lapsemuseum
- Estonia: Eesti Abikeskused
- Finland: MLL Nuortennetti
- France: 119 - Allô Enfance en Danger
- Germany: Kinder- und Jugendtelefon
- Greece: The Smile of the Child
- Greece: Together for Children
- Hungary: Kék Vonal
- Iceland: Red Cross Helpline 1717 - Hjálparsíminn 1717
- Ireland: ISPCC Childline
- Israel: ERAN
- Israel: Natal Helpline
- Italy: Telefono Azzurro
- Latvia: Uzticības Talrunis
- Lithuania: Vaiku Linija
- Luxembourg: Kammer Jugendtelefon
- Malta: Kellimmi.com
- Moldova: Telefonul Copilului 116111 Moldova
- Montenegro: Children First
- Netherlands: De Kindertelefoon
- North Macedonia: SOS Helpline for Children & Youth
- Norway: Kors På Halsen
- Norway: Alarmtelefonen for barn og unge
- Poland: Telefon Zaufania
- Portugal: SOS Criança
- Romania: Telefonul Copilului 116111 Romania
- Russia: NFPCC
- Serbia: NADEL
- Slovakia: Linka Detsjek Istoty
- Slovenia: National Telephone Helpline - TOM
- Spain: Teléfono ANAR de Ayuda a Niños y Adolescentes
- Sweden: Barnens Rätt i Samhället (BRIS)
- Switzerland: Pro Juventute Beratung + Hilfe 147
- Ukraine: La Strada
- United Kingdom: BEAT
- United Kingdom: Childline UK
- United Kingdom: The Mix

**Associate members**
- Armenia: FAR Child Protection Hotline & Helpline
- Bulgaria: Animus Association
- Georgia: Child Helpline Georgia
- Liechtenstein: Sorgentelefon fur Kinder und Jugendliche
- Malta: Agenzia Appogg Support Line 179
- Turkey: Gençlik Destek Hatti
- United Kingdom: Muslim Youth Helpline

Middle East & North Africa

**Full members**
- Algeria: Je l’écoute 3033
- Bahrain: Child Helpline 998
- Egypt: Child Helpline Egypt
- Iran: Sedaye Yara
- Iraq: 116 Child Helpline - Kurdistan Region
- Jordan: Jordan River Foundation
- Palestine: Sawa
- Qatar: AMAN Protection and Rehabilitation Centre
- Saudi Arabia: Child Helpline 116111
- United Arab Emirates: Child Helpline 800 700 Sharjah
- United Arab Emirates: Dubai Foundation for Women and Children
- Yemen: Helpline for Psychological & Legal Aid

**Associate members**
- Kuwait: Hotline 147
- Lebanon: Naba’a
- Lebanon: Higher Council for Childhood
- Libya: Libyan Association for Women’s and Children’s Rights
- Sudan: Child Helpline 9696
- Syria: Mobaderoon

At present, Child Helpline International offers two different types of membership.

Full membership is open to any civil society organisation, governmental body or social enterprise providing help, support and counselling services to children and young people through online and/or offline methods of communication. Full members annually submit data from their records of contact with children, informing our advocacy and capacity-building efforts. They are also expected to meet the quality standards specified in our global Quality Assurance Framework.

Associate membership is open to those organisations as described above who have been providing help, support and counselling services to children and young people for less than a year, or is committed and working towards providing these services in the near future.
International Consultation of Child Helplines

International Consultations are organised by Child Helpline International every two years. All of our child helpline members are invited to attend, together with partner organisations (such as UNICEF, WarChild, Plan International and many others), expert speakers and panellists, and representatives of youth advisory councils from across the organisation. The International Consultation is an important event during which members of our global network can meet in one place and exchange ideas, standards, best practices and experiences with other organisations from around the world who are working in the same field. At the same time, our members have the fantastic opportunity to learn from young people, experts, partners and government officials.

The Ninth International Consultation of Child Helplines was held in Toronto, Canada, 6-8 November 2018 and hosted by our Canadian child helpline member Kids Help Phone. The event was the first International Consultation to be held in the Americas and Caribbean region.

During the International Consultation we focused on how communications technology can be inclusive and participatory, as well as far-reaching.

Child Helpline International would like to extend its heartfelt thanks to Kids Help Phone for making this event possible.