Annual Review 2019
Annual Review 2019

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).

Contact us at:
info@childhelplineinternational.org

Child Helpline International
Pilotenstraat 20-22
1059CJ Amsterdam
The Netherlands
+31(0)20 528 96 25
www.childhelplineinternational.org

Contents

Message from the Executive Director 3
Our approach 4
Our work: The highlights of 2019 6
  ACT to EVAC 7
  WeListen: Community of Practice 9
Our members in 2019 14
Message from the Executive Director

Child Helplines are crucial components for the optimal functioning of child protection systems. Together with our members we are working to increase access to child helplines for children and young people who need a listening ear, information, advice, counselling and in some cases crisis intervention and rescue.

During 2019, we convened the Regional Consultation of Child Helplines in Africa and the Middle East and North Africa, in Zanzibar, brilliantly hosted by C-Sema, Tanzania. For the first time we joined two regions together which resulted in cross regional collaboration and knowledge sharing. We also convened the European region and the Asia Pacific regions in two online consultations, which were crucial in gathering input for the next strategic phase of our network (2021-2023) and exploring the development of a revised data strategy.

I am immensely proud of the three year partnership that we have secured with IGNITE, which is providing core funding for our organisation to advance progress towards meeting our strategic goals and accelerating our efforts in developing more thematic expertise. This is a good development and paves the way to securing the much needed additional core funding.

Our members are demanding more in-depth knowledge exchange and can gain so much by sharing learning and experience; to facilitate this, in 2019, we again convened the Community of Practice, formed of European member child helplines, this time focused on children and youth in migration. This group is at particular risk of rightlessness, discrimination, mental health issues and different forms of exploitation. Anything that hinders children on the move from accessing child helpline support must be addressed. This is at the core of our collective work.

Since joining the organisation in April 2019 I have been humbled by the amazing and tireless work of our members around the globe, and I have had the good fortune to meet some of them in person, which I hope to continue, especially when we meet in Stockholm, Sweden for the 10th International Consultation of Child Helplines.

My thanks to all of our members and strategic partners. By working together we can reach more children and work towards ensuring that no child is left unheard.

Patrick Krens
Executive Director
Central to our work is our commitment to make the world a safer place for children – by helping to protect them from violence and by ensuring their voices are used to influence policy, legislation and practice. Grounded in the principles of the United Nations Convention on the Rights of the Child (UNCRC), the main impacts we aim to achieve are that children and young people are protected from all forms of violence, abuse, neglect and bad treatment (Article 19), and that there is a universal respect for the views of the child (Article 12).

In order to achieve these impacts, our long-term objective is to transform child protection systems worldwide, and we can do this through more robust child helplines. Child helplines are often a child or young person’s first – and sometimes only – contact with a national child protection system. The services provided by child helplines are therefore essential to the child’s journey through this system. Firstly, a positive experience with a child helpline counsellor can empower a child or young person to seek further support. Secondly, as the strength of a child protection system depends on effective interaction across various levels, the establishment of referral routes to other child protection actors can ensure appropriate support assessments and interventions. Last but not least, the collection and analysis of child helpline data is an essential resource for policymakers in drafting child protection strategy and policy. This data can capture the voices of the children and young people who are not yet ready to disclose their identity, but who are in need of support. Policymakers can therefore access information about issues that otherwise might have gone unnoticed.

There are four outcomes within our sphere of influence that can lead to child protection transformation. The first two are interlinked. On the one hand, better quality data and evidence collected by child helplines will lead to increased capacity to protect, respond and support the needs of children, as well as strengthen child helplines’ advocacy efforts. On the other, increased internal capacity of child helplines to provide quality services to children will allow them to build a solid evidence base and quality data set based on the analysis of the cases coming directly from children. Based on these outcomes, we can then better engage our target audiences and policymakers on child protection issues and policy goals, which in turn will ensure that child protection rights, laws and policies are promoted and implemented.

In order to effect these outcomes, there are three areas that we have direct control over. Firstly, an improved (quality) data set and the capacity to analyse data can enable us to produce a stronger evidence base and to create more evidence-based advocacy materials. Secondly, the capacity of child helplines can be strengthened through an increased compliance with core quality standards and improved referral mechanisms. Our interventions include capacity building on thematic expertise and facilitating knowledge sharing among child helplines. Finally, Child Helpline International and our members have an increased space and capacity to advocate and influence. This includes using data efficiently for advocacy efforts, and thereby creating opportunities for engagement with key stakeholders (policymakers and others) willing to act on child protection issues. Our interventions include promoting and ensuring youth participation and global and regional advocacy. All of these outputs are underlined and supported by our effort to build an effective and sustainable organisation.

Our approach

Sustainable Development Goals

The 17 Sustainable Development Goals (SDGs) were adopted by world leaders at the UN summit in 2015 to fight inequalities across the globe, end all forms of poverty, and tackle climate change as part of the 2030 Agenda for Sustainable Development.

Goal 16 urges countries to promote just, peaceful and inclusive societies. 16.2 specifically seeks to end abuse, exploitation, trafficking and all forms of violence and torture against children, which child helplines play a crucial role in addressing globally.
Transforming child protection systems through more robust child helplines

**Outcomes**

- Improved evidence base and quality data based on cases from children.
- Increased capacity and quality to protect, respond and support children and young people.
- Target audiences and policymakers more engaged on child protection issues and policy goals, based on evidence.
- Child protection rights, laws and policies promoted and implemented.

**Outputs**

- Improved data set and the capacity to analyse data to be able to produce evidence-based advocacy materials.
- Capacity of child helplines strengthened through increased compliance with core quality standards, and improved referral mechanisms.
- Child Helpline International and its members have increased space and capacity to advocate and influence.

---

**Sphere of control**

**Sphere of influence**

---

Child Helpline International builds an effective, sustainable and accountable organisation
Goal 1: Developing Child Helpline International’s programmatic knowledge and expanding our thematic expertise

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.

In partnership with UNICEF, we continued to strengthen child helplines in the East and South Africa (ESA) region, Bangladesh and El Salvador. We supported the first phase of starting up a child helpline in Panama and continued to support the development of a new child helpline in Benin.

In 2019, our child helpline members submitted their child helpline data on the contacts they received during the years 2017 and 2018. Collecting this data ensures that Child Helpline International can follow an evidence-based approach in its activities. The data is used to identify issues, trends and differences at both the regional and the global level. As such, this data is useful not only to support our advocacy efforts, but also to inform decisions about the focus of our programmes and trainings efforts.

Child Helpline International’s strategic goals for the period 2016-2020

- Developing Child Helpline International’s programmatic knowledge and expanding our thematic expertise
- Improved evidence-based advocacy
- Building an effective and sustainable organisation
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.

2019 proved to be a very fruitful year for the ACT to EVAC programme. During the course of 2019, our milestones included:

- Facilitating five child helpline trainings: with Childline Kenya (Kenya) in February 2019; with Teléfono ANAR (Peru) in March 2019; with the Tanzania National Child Helpline (Tanzania) in July 2019; with JRF 110 Helpline (Jordan) in October 2019; and with Bantay Bata 163 (the Philippines) in October 2019.
- Conducting an extensive data collection for the years 2017 (collected and analysed in June 2019) and 2018 (collected in September 2019 and analysed in November 2019).
- Conducting two mid-term meetings among the five participating child helplines in August and September 2019.
- Facilitating a global meeting and training for Child Helpline International’s eight Youth Advisory Council members in November 2019.
- Continuing development towards an ACT to EVAC eLearning module for child helplines.
Our work: The highlights of 2019

Goal 2: Improved evidence-based advocacy

We produced three reports in our ongoing series of “Voices of Children and Young People” data publications in 2019. The first of these focused on the data on contacts collected from our members in the European Union in 2017, and also discussed the learnings and outcomes from the Community of Practice established in 2018 to focus on issues affecting LGBTQI+ children and young people. The second report discussed the findings of our analysis of the data submitted by our members all around the world for the years 2017 and 2018. A third report, written in 2019 but published online only in early 2020, focused on the data collected from our members in the EU in 2018, together with the learnings and outcomes from the Community of Practice established in 2019 that focused on issues affecting children in migration. The key findings from our data analysis concerned the high prevalence of contacts from children and young people related to abuse and violence on the one hand, and to psychosocial and mental health on the other. While there was a lot of variation around the world regarding the numbers and the different reasons for contacts the child helplines receive, these two issues appeared to be globally important.

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 2019, we looked at how child helplines can best support children and young people in migration. We did this by collecting and sharing good practices among our EU members and partners, and by improving our data collection.

Through our partnership with ICMEC, we successfully determined the outline and design of five national studies relating to the ACT to EVAC programme.
Our other 2019 achievements under the WeListen project included the following:

- **Leadership and coordination of the network:** In 2019, we strongly improved our systems for membership management, including the process for compliance monitoring and communications. We also made great improvements to our system for monitoring, evaluation and impact analysis, and strengthened internal operational processes.

- **Thematic Capacity Building:** The Community of Practice on the topic of children and young people in migration was implemented successfully in 2019.

- **Operational:** Data Management: We identified the need to substantially review our network data collection processes in order to increase relevance and reliability. For that reason, we created a new data collection strategy which was approved by our Supervisory Board in December.

- **Youth Participation:** We had extensive communication and collaboration with our youth advisory council in 2019. In conjunction with our ACT to EVAC project, we hosted a three-day global youth meeting. This meeting brought on extensive discussion about the structure of meaningful youth participation in Child Helpline International.
Our work: The highlights of 2019

Goal 3: Building an effective and sustainable organisation

We continued to develop our new Quality Assurance Framework, and in 2019 we launched the first annual exercise in which our child helpline members assess themselves against core quality standards. Not only is participation in this exercise a key membership requirement, it is also one of the most important ways in which we can determine the situation of child helplines individually, regionally and globally. The results of the self-assessment by child helplines can indicate areas of focus for further capacity building, topics for consultations and other meetings, and recommendations for improvements in policies, procedures and guidelines.

Child Helpline International hosts biennial Regional Consultations. Regional Consultations allow our members to address strategic matters of interest to child helplines in the region. The Consultations also provide our members the opportunity to share news and updates, and valuable knowledge and experience. Four of our five Regional Consultations took place during 2019 (the fifth one, for the Americas & The Caribbean region, took place early in 2020).

The Regional Consultations of Child Helplines in Africa and Child Helplines in the Middle East & North Africa were held jointly in Tanzania on 5-7 November, hosted by our child helpline member C-Sema, which operates the Tanzania National Child Helpline. At the meeting’s conclusion, our members in these regions issued a joint communiqué in which they committed to strengthening their contribution to preventing and responding to harmful practices – in particular, child marriages, early marriages and forced marriages, and to female genital mutilation (FGM).
The Regional Consultation of Child Helplines in Asia-Pacific took place over 25 and 26 November, and the Regional Consultation of Child Helplines in Europe was held on 27 November. Both of these meetings were convened on the online platform Zoom – the first time we have carried out such consultations in this way – to maximise cost effectiveness and accessibility for helplines.

During these Consultations our members agreed that strengthening partnerships and cooperation, both with other helplines and organisations, and with civil society and governments, should remain a focus in our 2021-2023 Strategic Plan. Members also felt that our Youth Advisory Council must be a key part of Child Helpline International at governance levels and should continue to play a role in forming and shaping the vision and strategy of the organisation. Discussions also took place about the membership structure and the advocacy themes the Child Helpline International network could focus on.
Our work: The highlights of 2019

Other highlights of 2019

Early in the year we were excited to announce the appointment of Patrick Krens as our new Executive Director. Patrick has more than 20 years of experience in the NGO world, as a senior consultant and fundraiser. He describes his core values as “passion with a soul” and “results with a conscience”. We were also delighted to announce that our esteemed Board Member, Dr Najat Maalla M’jid was appointed as the new Special Representative of the United Nations Secretary-General on Violence Against Children. Although we were sorry to lose Dr M’jid from our Supervisory Board, we are confident that her rich knowledge, vigour and expertise in the field will bring much energy to the role of combating violence against children.

We continued to work with our partners Tech Matters and the One Family Foundation to develop a new online platform enabling child helplines to better serve children, youth and their partners. The open tech platform, developed with the support of different tech companies, will unify child helplines’ communications with children in need, collect accurate information about these interactions, and allow them to increase the number of children they help each year. By developing an integrated contact response system incorporating voice calls, chat, messaging and social media, and collecting better data, child helplines will be able to greatly improve the effectiveness and efficiency of their services and reduce costs. The platform will also facilitate data collection and provide new insights and new ideas derived from machine learning to better assist children and youth in crisis as well as influence policy and funding.
17 May marks International Child Helpline Day, the day on which we celebrate the work of child helplines around the world. In 2019 we paid special attention to the important role child helplines play in supporting, empowering and protecting vulnerable children and young people, in particular children with disabilities, children in migration, and LGBTQI+ youth.

The year also marked the 30th Anniversary of the United Nations Convention of the Rights of the Child (UNCRC), and we celebrated the occasion with a specially commissioned animation, shared across our network and our social media channels. Ratified by 194 countries, this historic treaty represents a significant step forward in the protection of children’s rights around the world, and today the UNCRC provides the foundation from which child helplines can work towards a brighter future for vulnerable children.
### Our members in 2019

Two new helplines joined the Child Helpline International network during 2019 - Linea Libre in Chile, and Helpwanted.nl in the Netherlands.

At the end of the year, the network comprised 173 members in 142 countries and territories around the globe.

<table>
<thead>
<tr>
<th>Africa</th>
<th>Americas &amp; The Caribbean</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full members</strong></td>
<td><strong>Full members</strong></td>
</tr>
<tr>
<td>Botswana Childline Botswana</td>
<td>Argentina Línea 102 Ciudad Autónoma de Buenos Aires</td>
</tr>
<tr>
<td>Burkina Faso Allo 116</td>
<td>Argentina Línea 192 Programa Cuidaniños</td>
</tr>
<tr>
<td>Côte d’Ivoire Ligne verte 116</td>
<td>Aruba Telefón pa Hubentud</td>
</tr>
<tr>
<td>eSwatini SWAGAA 951 Help Line</td>
<td>Bolivia Línea 156</td>
</tr>
<tr>
<td>eSwatini Ministry of Education</td>
<td>Brazil Safernet Brasil</td>
</tr>
<tr>
<td>Ethiopia Adama Child Helpline (ECFA)</td>
<td>Canada Kids Help Phone</td>
</tr>
<tr>
<td>Gambia Child Helpline Gambia (CEDAG)</td>
<td>Chile Fonoinfancia</td>
</tr>
<tr>
<td>Guinea AGUIAS 116</td>
<td>Chile Línea Libre</td>
</tr>
<tr>
<td>Kenya Childline Kenya</td>
<td>Colombia Línea 106 Corpolatin</td>
</tr>
<tr>
<td>Lesotho Child Helpline Lesotho</td>
<td>Colombia Línea 106 Bogotá</td>
</tr>
<tr>
<td>Madagascar Alô Fanantenana Ligne 511</td>
<td>Costa Rica Patronato Nacional de la Infancia</td>
</tr>
<tr>
<td>Malawi Tithandizane Helpline 116 (YONECO)</td>
<td>Curaçao Telefón pa Mucha i Höben 918</td>
</tr>
<tr>
<td>Mauritania AMSME Mauritania</td>
<td>Nicaragua Línea 133</td>
</tr>
<tr>
<td>Mauritius Child Helpline Mauritius (Halley Movement)</td>
<td>Paraguay Fono Ayuda Línea 147</td>
</tr>
<tr>
<td>Mozambique Linha Fala CrianÇa</td>
<td>Peru Telefóno ANAR</td>
</tr>
<tr>
<td>Namibia Lifeline/Childline Namibia</td>
<td>St Maarten Positive Connection Hotline</td>
</tr>
<tr>
<td>Nigeria HDI Nigeria Child Helpline</td>
<td>Suriname Kinder en Jongeren Telefoon</td>
</tr>
<tr>
<td>Nigeria Cece Yara Child Helpline</td>
<td>Trinidad &amp; Tobago Childline Trinidad &amp; Tobago</td>
</tr>
<tr>
<td>Senegal Centre GINDDI - Allo 116</td>
<td>Uruguay Línea Azul</td>
</tr>
<tr>
<td>Sierra Leone ChildHelp Sierra Leone</td>
<td>USA Crisis Text Line</td>
</tr>
<tr>
<td>South Africa Childline South Africa</td>
<td>USA Boys Town National Hotline</td>
</tr>
<tr>
<td>Tanzania National Child Helpline (C-Sema Tanzania)</td>
<td>USA California Youth Crisis Line</td>
</tr>
<tr>
<td>Togo Allo 1011 (CROPESDI)</td>
<td>USA Childhelp National Child Abuse Hotline</td>
</tr>
<tr>
<td>Uganda Sauti 116 - Uganda Child Helpline</td>
<td>USA 2ndfloor Youth Helpline</td>
</tr>
<tr>
<td>Zambia Lifeline/Childline Zambia</td>
<td>USA National Runaway Safeline</td>
</tr>
<tr>
<td>Zimbabwe Childline Zimbabwe</td>
<td>USA Stop It Now!</td>
</tr>
</tbody>
</table>

**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 Verte 147
Sierra Leone EEHR Sierra Leone Child Helpline
South Sudan South Sudan Child Helpline

**Antigua & Barbuda** Friends Hotline
**Bolivia** Línea 156 DiO
**Colombia** Instituto Colombiano de Bienestar Familiar
**Haiti** Jurimédia
**Saint Kitts & Nevis** The Ripple Institute
**USA** Polaris
**USA** The Trevor Project
Asia-Pacific

Full members
Afghanistan Voice of Children
Australia Kids Helpline
Brunei Helpline Kebajikan 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 Komek)
Lao Vientiane Youthline
Maldives Child Help Line 1412
Mongolia Child Helpline 108
Nepal Child Helpline 1096 (CIWIN)
New Zealand 0800 What’s Up?
New Zealand Kidsline
New Zealand Youthline
Pakistan Madadgaar National Helpline
Papua New Guinea 1-Tok Kaunselin Helpim Lain
Philippines Bantay Bata 163
Singapore Tinkle Friend Helpline
Sri Lanka Don Bosco Lama Sarana
Sri Lanka Childline Sri Lanka 1929
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 Ako 116
Austria 147 Rat auf Drah
Azerbaijan Azerbaijan Child Helpline
Belgium Jongerenlijn AWEL
Bosnia & Herzegovina Plavi Telefon
Croatia Hrabitelefon
Cyprus Cali 116111 Cyprus
Czech Republic Linka Bezpečí
Denmark Børns Vilkår
Estonia Lapsemure
Finland MLL Nuortenetti
France 119 - Allô Enfance en Danger
Germany Kinder- und Jugendtelefon
Greece The Smile of the Child
Greece Together for Children
Hungary Kék Vonal
Iceand Red Cross Helpline 1717 - Hjálparsíminn 1717
Ireland ISPCC Childline
Israel ERAN
Israel Nafal Helpline
Italy Telefono Azzurro
Latvia Uzticibas Talrunis
Luxembourg Kanner Jugendtelefon
Malta Kellimmi.com
Moldova Telefonul Copilului 116111 Moldova
Montenegro Children First
Netherlands De Kindertelefoon
Netherlands Helpwanted.nl
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 Detskij Istoty
Slovenia National Telephone Helpline - TOM
Spain Telefon 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 Help 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 for less than a year, or is committed and working towards providing these services in the near future.

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.