

CONCEPT NOTE

INTENSIFYING THE GLOBAL PARTNERSHIP BETWEEN
CHILD HELPLINE INTERNATIONAL AND PLAN INTERNATIONAL
RESPONDING TO COVID-19

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1. PURPOSE

Child helplines are unique, low-threshold platforms where children and young people can freely express their thoughts, feelings, and needs, and seek help on their own terms, without fear or inhibition.

In some cases, child helplines are also equipped to provide crisis intervention and rescue to children and young people in need of additional support.

Child helplines are therefore crucial components of the optimal functioning of (national) child protection systems.

Child Helpline International and Plan International are delighted to announce the expansion of their partnership by means of a Covid-19-focussed project over a period of 24 to 30 months. We shall focus our efforts on the following:

- a) How to best support the operational capacity of child helpline services in the short- to medium-term; and,
- b) How to best support child helpline teams as they identify and respond to gender-based violence issues in the medium- to long-term.

This concept note details our action plan.

2. INTRODUCING OUR ORGANISATIONS AND OUR PARTNERSHIP

2.1 Child Helpline International

Child Helpline International, founded in 2003, is an international collective impact organisation that brings together 168 child helpline members in 139 countries and territories around the world (June 2020).¹ In 2017 and 2018, our network of child helpline members received a total average of 13 million contacts.²

Child Helpline International’s 2016-2020 strategy is centred on one main objective: “to improve child protection systems through developing more robust child helplines.”³ The achievement of this main objective depends on the following three goals:

Strategic Goals	Examples of work include (but not limited to)
Goal 1: Develop Child Helpline International’s programmatic knowledge and expand our thematic expertise	Capacity building in the forms of: thematic learning opportunities; establishing child helplines; and, upscaling child helplines https://www.childhelplineinternational.org/our-work/
Goal 2: Improved evidence-based advocacy	Annual data collection and analysis from member child helplines https://www.childhelplineinternational.org/data-overview/
Goal 3: Building an effective & sustainable organisation	Co-creating a clear, representative and transparent Quality Standards framework alongside member child helplines for member child helplines

More information regarding the work of Child Helpline International can be found on their website: <https://www.childhelplineinternational.org/data-overview/>

2.2 Plan International

Plan International, founded in 1937, is an “independent development and humanitarian organisation that advances children’s rights and quality for girls.”⁴ As global membership organisation, Plan International is active in over 75 countries worldwide.⁵

Working together with children, young people, its supporters and partners, the organisation aims to:

¹ Child Helpline International, “About Us”, <https://www.childhelplineinternational.org/about/>

² Child Helpline International, “Voices of Children and Young People”, <https://www.childhelplineinternational.org/data-overview/publications/voices-of-children-young-people/>

³ Child Helpline International, “Empowering to protect: Child Helpline International’s 2016-2020 strategy”, <https://www.childhelplineinternational.org/about/strategy/title-of-the-pdf/>

⁴ Plan International, “About Plan International”, <https://plan-international.org/about-plan-international>

⁵ Plan International, “Our Structure”, <https://plan-international.org/organisation/structure>

- Empower children, young people and communities to make vital changes that tackle the root causes of discrimination against girls, exclusion and vulnerability.
- Drive change in practice and policy at local, national and global levels through its reach, experience and knowledge of the realities children face.
- Work with children and communities to prepare for and respond to crises and to overcome adversity.
- Support the safe and successful progression of children from birth to adulthood.

Plan International commits itself to the following Key Investment Areas for their Protection from Violence work:

1. Strengthening protective family environments;
2. Strengthening response services for children, adolescents and youth exposed to violence; and,
3. Ensuring child protection in emergencies.

By 2022, Plan International's ambition is to transform the lives of 100 million girls, with an emphasis on gender equality and transformation in the lives of girls in our work.

More information regarding the work of Plan International can be found on our website: <https://plan-international.org/>

2.3 Introducing our Partnership

In 2016, Plan International and Child Helpline International signed a global Memorandum of Understanding (MoU). In recognising the crucial role that child helplines play within child protection systems worldwide, our areas of cooperation are cited as follows:

1. **Promote gender equality** as a critical means to prevent all forms of violence against children, to equally protect boys and girls and respond to survivors of violence in a gender sensitive manner;
2. **Strengthen child protection systems** at the national and the local level by conducting evidence-based joint advocacy and jointly implementing projects;
3. **Support** in more effective **ways child helplines and community-based child protection mechanisms** (CBCPM) confronted with humanitarian emergencies.

The specific strategic actions (per area of cooperation) are as follows:

1. **Promotion of Gender Equality:**
 - *Support to regional and national initiatives that improve State Parties' capability to protect children and improve their efforts to make child protection services gender sensitive and responsive.*
 - Promotion of transformative programs and projects at the regional and national levels that tackle gender inequality and exclusion and their interrelation with violence against children.
 - Promotion of positive attitudes and behaviours that contribute to **end intra-partner and family violence, to eradicate harmful traditional practices,**

including child, early and forced marriage (CEFM) and female genital mutilation / cutting (FGM/C), sexual violence, abuse and exploitation, and all other forms of violence and their particular implications for girls, boys or children of other gender identities.

- Promotion of the equal participation and the empowerment of girls, boys and young people to become active contributors to violence prevention and breaking the chains of violence.
 - Advocate, campaign and mutually support each other to promote gender equality across all their platforms and networks, and within their organizations.
2. **Strengthening of Child Protection Systems** by evidence-based joint advocacy:
- Jointly define strategies to share and capture accurate data on gender-based violence and children in emergencies in order to advocate for more robust child protection systems and mechanisms.
 - Exchange global and regional studies as well as reports conducted on protection systems, gender equality and other emerging trends in the countries where CHI and Plan International are present.
 - Explore possible partnerships and agreements with the academic sector to improve the quality, capture, analysis and use of child-centred and gender disaggregated data.
 - Discuss other potential areas of joint research to help inform joint programme and influencing efforts
 - Work together using communications media and ICTs to support joint advocacy actions.
3. **Support to Child Helpline Services and CBCPMs** confronted with **humanitarian emergencies**:
- Cooperate in setting up and operationalising child helplines and networks aimed primarily at providing information, advice and referral services to girls and boys who have experienced violence and abuse in humanitarian emergencies and to those on the move.
 - Work together with the aim to ensure the provision of psychological first-aid training to child helpline counsellors and volunteers dealing with girls and boys affected by humanitarian emergencies.
 - Foster collaboration between CBCPMs and child helplines to provide an immediate and efficient response to children and families affected by humanitarian emergencies.
 - Join forces to ensure that case workers from government and humanitarian organizations get training and support to provide age and gender responsive case management services to child victims of abuse and violence in humanitarian situations
 - Support child protection data management, documentation and dissemination during emergencies. Through helpline records, the organisations aim to gather data on child protection needs, discrimination against specific groups,

and service gaps, and disseminate the information among humanitarian actors, in clusters and working groups, in order to highlight priority activities and services required.

These activities continue as usual, while the specific strategic focus of this document is articulated below on page 10-11.

3. THE IMPACT OF COVID-19 ON CHILD HELPLINES

3.1 A pandemic

In response to the global crisis of Covid-19, Plan developed a key paper to better understand the impact on girls globally. As cited by this paper, “The Covid-19 outbreak will deeply affect the environment in which children and young people grow and develop, from the earliest years to late adolescence and into adulthood. Girls, especially those most marginalised, are predicted to be particularly affected by the secondary impacts of the outbreak due to harmful social norms and double discrimination based on age and gender.”⁶ Within this paper, protecting girls from violence is one of the priority actions identified by Plan International.

As aforementioned, child helplines are uniquely placed to provide counselling and support to children and families where other protection services may not be able to access.

Globally, child helplines are currently experiencing an increased volume of calls, whilst at the same time facing operational challenges such as maintaining staff operating hours and ensuring the necessary technology and connections so that staff can continue to operate helpline services whilst working from home. In this critical period, Plan International Country Offices have continued to support community-based child protection mechanisms remotely, through telephone and social media contact, whilst exploring various alternative options for remote service delivery and continuation of activities with children, parents and communities in a safe and practical way, where possible.

3.2 Child helpline data

Every year, Child Helpline International collects, aggregates and interprets data from its member child helplines. These millions of individual stories form a mosaic of the experiences of children and young people all around the world. These data are then presented to policy influencers, and effect the changes that improve conditions for children in meaningful ways, both globally and at national level.

To see an example of Child Helpline International’s data aggregation, please see our [Voices of Children & Young People](#) publication, which describes the contacts received by Child Helpline International’s member child helplines in the years 2017 and 2018.

Child Helpline International has recently undertaken its annual data collection and analysis process among its member child helplines for the year 2019. In order to better understand the experiences and needs of children and young people during the Covid-19 pandemic, Child Helpline International included some Covid-19 specific questions to its survey. These

⁶ Plan International, “Covid-19: the Impact on Girls”, <https://plan-international.org/publications/covid-19-impact-girls#download-options>

questions aimed to capture the total number of contacts received in the first quarters of 2019 and 2020 based on our 13 [categories of contact](#), including:

1. Accessibility
2. Discrimination and exclusion
3. Family relationships
4. Information
5. Mental health
6. Missing children
7. Peer relationships
8. Physical Health: (gd)parents
9. Physical Health: own
10. School
11. Sexuality
12. Violence
13. Other

The results, while not yet published, indicated that in the first quarter of 2020 (January, February and March), the responding child helplines observed a 25% increase in the number of contacts in comparison to the first quarter of 2019. Only 14% of these additional contacts were related to Covid-19. This could be due to several reasons related, for example, to data collection processes having not yet been updated.

Of Child Helpline International's five regions (Africa, Asia Pacific, Europe, the Americas and the Caribbean, and Middle East and Northern Africa), Information was a top reason for contact in Africa, Asia Pacific and Europe, while in the Americas and the Caribbean it appears that Family relationships were the top reason for contact. The number of Covid-19 contacts in the Middle East and Northern Africa were too small to draw any conclusions.

Child Helpline International hopes to publish its 2019 data collection in full, including the results of the Covid-19 questions, by September 2020.

Looking ahead, it is Child Helpline International's ambition to connect the dots not only between our 13 categories of contact, such as Violence and Mental Health, but also between sub-categories, such as Female Genital Mutilation and Online Child Sexual Abuse.

More information on CHI's data framework can be found here:

<https://www.childhelplineinternational.org/wp-content/uploads/2020/03/Glossary-for-data-on-contacts-2019.pdf>

4. OUR ACTION PLAN

4.1 Targeted issues

The impact of the Covid-19 pandemic cannot be underestimated. As cited by Plan, “Girls, especially those most marginalised, are predicted to be particularly affected by the secondary impacts of the outbreak due to harmful social norms and double discrimination based on *age and gender*”.

It is our hypothesis that children and young people, specifically girls, are at a greater risk of gender-based violence (GBV) during nationwide lockdowns. These risks include, but are not limited to:

1. [Child, early and forced marriage](#)
2. [Female genital mutilation / cutting \(FGM/C\)](#)
3. [Sexual violence](#), including (online) child sexual abuse and exploitation

In line with CHI’s data collection, these above examples are all [sub-categories](#) within the [category of Violence](#):

Sub-category	Category	Theme
Child / early marriage	Violence	Endangerment
Female genital mutilation (FGM)	Violence	Endangerment
Online sexual abuse	Violence	Endangerment
Online sexual exploitation	Violence	Endangerment
Sexual violence	Violence	Endangerment

In anticipation of these risks, CHI will pre-identify these three sub-categories of contact to be taken forwards in its second Covid-19 data collection relating to the second quarter of 2019 versus 2020.

From here, we will be able to provide input on the extent to which gender-based violence is a significant concern for our member child helplines during the pandemic.

This will inform and clarify the precise actions for the partnership moving forwards.

In the third quarter of 2020, we can also look to expand the data collection to include additional sub-reasons of contact.

4.2 Engaging our MoU

While we continue to implement all activities listed in our MoU, Child Helpline International and Plan International intend to engage its three areas of cooperation, as cited in our MoU, by focussing on the specific activities below:

1. **Promote gender equality:** Area 1 will be addressed through **capacity building** of child helpline teams to respond to Covid-19-related issues, and the impact of such on gender-specific sub-reasons of contact.
2. **Strengthen child protection systems:** Area 2 will be addressed through leveraging Covid-19-related **data for advocacy purposes**.
3. **Supporting child helplines and community-based child protection mechanisms in humanitarian emergencies:** Area 3 will be addressed through promoting the provision of child helplines as essential, life-saving child protection services and ensuring their sustainability as they juggle remote counselling and other adapted services as a result of Covid-19. This will be engaged through **fundraising**.

The log frame below provides further details the specific strategic focus of this project.

4.3 Log frame

In order to fully activate our MoU, we propose the following results framework / log frame:

Objectives	Expected Results	Project Activities	Output	Output indicators	Outcome	Outcome indicators	Impact
Data: Improve evidence-based advocacy among child helplines.	Child helplines can provide practical experience and evidence regarding the situation on the ground and, can also translate these facts and experience into more conceptual tools and positions	1 specialised data collection, specific to Covid-19 contacts. 1 data analysis.	Data received from child helplines, including Covid-19 data and GBV data.	# of child helplines who submit complete data. # of child helplines who submit incomplete data.	Improved collection and analysis of child helpline data.	# of contacts # of counselling contacts # of contacts connected with Covid-19 # of case studies # of contacts disaggregated by gender # of contacts disaggregated by age # of referrals	Child helplines are able to provide reliable quantitative and qualitative data sets on issues facing children, particularly girls, during Covid-19.

						# of recommendations	
						# interventions	
		1 data report, describing Covid-19-related contacts received by member child helplines and placing a spotlight on GBV-related sub-reasons of contact.	Comparable global data accessible for advocacy, training and fundraising.	Data published in thematic data report.	Improved information available for stakeholder, and general public.	# of downloads of thematic report.	Increased awareness about the role of child helplines in responding to, protecting and promoting the rights of children and young people, girls in particular, during Covid-19.
		1 animation, showcasing Covid-19-related contacts received by member child helplines and placing a spotlight on GBV-related sub-reasons of contact.	Comparable global data accessible for advocacy, training and fundraising.	Data compiled for animation.	Improved information available for stakeholder, and general public.	# of views.	
Capacity building: To	Child helplines can identify	1 elearning course	Targeted child helplines are	# of child helpline	Child helplines demonstrate	# of child helpline	Children and young people,

<p>increase capacity of child helplines in responding to Covid-19 issues, particularly gender-specific issues (including GBV), affecting children and young people.</p>	<p>gender sensitive concerns that are heightened during the Covid-19 pandemic (identification).</p>	<p>designed for child helpline counsellors (based on the initial results of the specialised data collection, a counsellor needs assessment survey and / or exploratory webinar, the results of Quality Standards self-assessment [namely crisis management and child safeguarding] and Plan International's Coping with COVID training programme).</p>	<p>engaged in capacity building activities to identify gender sensitive issues during Covid-19.</p>	<p>counsellors who sign up to the platform and course # of child helpline counsellors who complete the course</p>	<p>increased skills to support and protect children and young people, girls in particular, from violence.</p>	<p>counsellors who indicate an increased knowledge of psychological first aid # of child helpline counsellors who report they are confident to apply psychological first aid.</p>	<p>girls in particular, have access to relevant and high quality services.</p>
	<p>Child helplines are able to provide contacts with psychological first aid (response).</p>	<p>1 elearning course designed for child helpline counsellors (based on the initial results of</p>	<p>Targeted child helplines are engaged in capacity building activities to respond to</p>	<p># of child helpline counsellors who sign up to the platform and course</p>	<p>Child helplines demonstrate increased skills to support girls.</p>	<p># of child helpline counsellors who indicate an increased knowledge of</p>	<p>Children and young people, girls in particular, have access to relevant and</p>

		the specialised data collection, a counsellor needs assessment survey and / or exploratory webinar, the results of Quality Standards self-assessment [namely crisis management and child safeguarding] and Plan International's Coping with COVID training programme).	gender sensitive issues during Covid-19 with psychological first aid techniques	# of child helpline counsellors who complete the course		psychological first aid # of child helpline counsellors who report they are confident to apply psychological first aid.	high quality services.
Fundraising: continued funding is made available by public and private organisations and agencies that support the provision of child helpline services in the	Child helplines have the support and capacity to continue to respond to children and young people, particularly girls, during a crisis.	1 fundraising training (in the form of an interactive PDF, hosted on CHI's eLearning platform) provided by CHI and Plan to child helplines.	Targeted child helplines are engaged in capacity building activities to support the sustainability of their services.	# of child helpline managers (or similar) who sign up to the platform and course # of child helpline managers (or similar) who	Child helplines submit proposals for funding	Percentage increase in fundraising proposals by child helplines # of successful fundraising proposals by child helplines	Children and young people, particularly girls, continue to view child helplines as reliable services.

next 24 to 30 months				complete the course		# of new child helpline initiatives funded by new proposals	
	1 (local level) needs assessment on the operational capacity of the national child helpline service.	Needs assessment template designed for independent use by child helplines.	# of completed needs assessments received.	Child helplines are introduced to potential funders; child helpline services are sustained.	# of connections (based on needs assessment) facilitated by CHI and Plan between targeted child helpline and potential donor.		

4.4 Summary of activities

In summary, our activities are as follows:

Year(s)	Activity	Lead organisation(s)	Supporting organisation(s) if applicable
2020-2021	1 specialised data collection, specific to Covid-19 contacts	Child Helpline International	
	1 data analysis	Child Helpline International	
	1 data report	Child Helpline International & Plan International	
	1 data animation	Child Helpline International & Plan International	
2021	1 eLearning module (including counsellor needs assessment)	Child Helpline International & Plan International	
	1 fundraising training (interactive PDF)	Child Helpline International & Plan International	
2022-2023	1 operational needs assessment (including connection facilitation with donors)	Child Helpline International & Plan International	

4.5 Timeline

In anticipation of a potential ‘second wave’ of Covid-19 for many countries,⁷ we anticipate this project to cover a timeframe of 24 to 30 months.

4.6 Sustainability

Investing in eLearning opportunities promotes stronger, continuous learning opportunities for child helplines. Sustainability of learning is key:

- Staff and volunteer turnover: For child helplines who experience a high turnover of counsellor staff and volunteers, retaining institutional knowledge in the child helpline can be a challenge. eLearnings can form one part of a comprehensive onboarding program within the child helpline, allowing new staff members to get acquainted with thematic issues and providing them with tools to use in their daily practise.
- Accessibility of learning: eLearning modules ensure that child helplines have 24/7 access to basic training materials so that skills can be strengthened and expanded at any moment, and new practices can be incorporated into their work environment.

⁷ BBC, “Coronavirus: What is a second wave and is one coming?”, <https://www.bbc.com/news/health-53113785>

- Centralised approach: This training will also be made available to managers of the child helplines as this will contribute to follow one process that will be aligned with a unique purpose. This will ensure uniformity of approaches.

Sustainability of this initiative also requires translation of materials into our organisations' working languages, namely:

- English
- French
- Spanish
- Arabic
- Portuguese

4.7 Mapping

In the below, you will find an overview of where Plan International's field offices meet Child Helpline International's child helpline members based on the following categorisations:

1. Master list
2. Regional

4.7.1 Master list

Country	Organization Name	Helpline Name	Current Membership Status
Australia	Yourtown	Kids Helpline (Australia)	Full Member
Belgium	AWEL	Jongerenlijn AWEL	Full Member
Benin	Ministère des Affaires Sociales et de la Micro Finance	Benin - Ministère des Affaires Sociales et de la Micro Finance	Associate Member
Bolivia	Dirección de Igualdad de Oportunidades (DIO)	Línea 156	Associate Member
Bolivia	Línea 156	Plataforma de Atención Integral a la Familia ? Emergencia (Línea Gratuita 156)	Full Member
Brazil	Safernet Brasil	Safernet Brasil	Full Member
Burkina Faso	Ministere de la Femme, de la Solidarite Nationale et de la Famille	Allo 116 - Ligne téléphonique d'assistance aux enfants	Full Member
Cambodia	Child Helpline Cambodia	Child Helpline Cambodia	Full Member
Cameroon	Ministere de la Promotion de la Femme et de la Famille	Lignes Vertes Cameroun	Associate Member
Canada	Kids Help Phone	Kids Help Phone	Full Member
China	Xi'an Philanthropic Child Abuse Prevention and Aid Centre	Child Emergency Hotline	Associate Member
Colombia	Instituto Colombiano de Bienestar Familiar ICBF	ICBF Colombia - Línea 141	Associate Member
Colombia	Secretaría Distrital de Salud de Bogotá	Linea 106 Bogotá	Full Member
Denmark	Børns Vilkår	BørneTelefonen	Full Member
Egypt	The National Council for Childhood & Motherhood (NCCM)	Child Helpline Egypt	Full Member
Ethiopia	Enhancing Child Focused Activities - (ECFA) Ethiopia	Adama Child Helpline (ECFA)	Full Member
Finland	Mannerheim Lastensuojeluliitto (Mannerheim League for Child Welfare)	Lasten ja Nuorten Puhelin ja Netti - Child and Youth Phone	Full Member
France	Service National d'Accueil Telephonique de l'Enfance en Danger - SNATED	119 - Allô Enfance en Danger	Full Member
Germany	Nummer Gegen Kummer eV	Kinder- und Jugendtelefon	Full Member
Ghana	African Movement for the Prevention of Child Abuse	AMPCAN Ghana	Associate Member

	& Neglect - AMPCAN Ghana		
Guinea	Association Guineenne des Assistantes Sociales (AGUIAS)	AGUIAS 116	Full Member
Haiti	Jurimédia	Jurimédia	Associate Member
Hong Kong (China)	Against Child Abuse	Parent-Child Support Line	Full Member
India	Childline India Foundation	Childline India	Full Member
Indonesia	Ministry of Social Affairs	TePSA - Telepon Pelayanan Sosial Anak	Full Member
Ireland	ISPCC - Irish Society for the Prevention of Cruelty to Children	ISPCC Childline	Full Member
Italy	Telefono Azzurro	Hello Telefono Azzurro	Full Member
Japan	Childline Support Centre Japan (NPO)	Childline Japan	Full Member
Jordan	Jordan River Foundation	JRF 110 Helpline	Full Member
Kenya	Childline Kenya	Childline Kenya	Full Member
Laos	Vientiane Women and Youth Centre for Health and Development	Vientiane Youthline	Full Member
Lebanon	Ministry of Social Affairs	Higher Council for Childhood	Associate Member
Lebanon	Naba'a	Naba'a	Associate Member
Liberia	Ministry of Gender, Children and Social Development - Liberia	My Voice, My Safety	Associate Member
Malawi	Youth Net & Counselling (YONECO) Malawi	Tithandizane Helpline 116	Full Member
Mozambique	Linha Fala Crianca - Child Helpline Mozambique	Linha Fala Crianca - Child Helpline Mozambique	Full Member
Myanmar	Shwe Ya Min Foundation	Childline Myanmar	Associate Member
Nepal	Child Workers Concerned Centre in Nepal (CWIN)	Child Helpline Nepal 1098	Full Member
Netherlands	De Kindertelefoon	De Kindertelefoon	Full Member
Netherlands	EOKM (Stichting Expertisebureau Online Kindermisbruik)	Helpwanted.nl	Full Member
Nicaragua	Ministerio de la Familia, Adolescencia y Niñez	Línea 133	Full Member
Nigeria	Cece Yara Foundation	Cece Yara Child Helpline	Full Member
Nigeria	Human Development Intiatives - HDI Nigeria	HDI Nigeria Child Helpline	Full Member
Norway	Alarmtelefonen for barn og unge	Alarmtelefonen for barn og unge	Full Member
Norway	Kors På Halsen	Kors På Halsen (Cross my heart) - Norwegian Red	Full Member

		Cross helpline for Children and Youth	
Paraguay	Ministerio de la Niñez y la Adolescencia	Fono Ayuda Linea 147	Full Member
Peru	Fundación Anar Perú	Télefono Anar	Full Member
Philippines	ABS-CBN Lingkod Kapamilya Foundation, Inc.	Bantay Bata 163	Full Member
Senegal	Centre d'Accueil, d'Information et d'orientation pour Enfants en Situation Difficile-GINDDI	Centre GINDDI - Allo 116	Full Member
Sierra Leone	ChildHelp Sierra Leone	ChildHelp Sierra Leone	Full Member
Sierra Leone	Economic Empowerment and Human Rights Sierra Leone - EEHRSL	EEHR Sierra Leone Child Helpline	Associate Member
South Sudan	Ministry of Gender, Child, Social Welfare, Humanitarian Affairs and Disaster Management	Directorate of Child Welfare - South Sudan Child Helpline	Associate Member
Spain	Fundación ANAR	Teléfono ANAR de Ayuda a Niños y Adolescentes	Full Member
Sri Lanka	Don Bosco Lama Sarana	Don Bosco Lama Sarana	Full Member
Sri Lanka	National Child Protection Authority	Childline Sri Lanka 1929	Full Member
Sudan	Family and Child Protection Unit	Child Helpline 9696	Associate Member
Sweden	BRIS (Barnens Rätt i Samhället)	BRIS	Full Member
Switzerland	Pro Juventute	Pro Juventute Beratung + Hilfe 147	Full Member
Tanzania	C-Sema Tanzania	Tanzania National Child Helpline	Full Member
Thailand	Childline Thailand Foundation	Childline Thailand - Saidek 1387	Full Member
Togo	CROPESDI (Centre de Reference, d'Orientation et de prise en charge des Enfants en Situation Difficile)	Allo 1011	Full Member
Uganda	Uganda Child Helpline (UCHL)	Sauti 116	Full Member
United Kingdom	BEAT	BEAT	Full Member
United Kingdom	Muslim Youth Helpline	Muslim Youth Helpline	Associate Member
United Kingdom	NSPCC - Childline UK	Childline UK	Full Member
United Kingdom	The Mix UK	The Mix	Full Member
USA	2ndfloor	2ndfloor Youth Helpline	Full Member

USA	Boys Town National Hotline	Boys Town National Hotline	Full Member
USA	California Coalition for Youth	CA Youth Crisis Line	Full Member
USA	Childhelp	National Child Abuse Hotline	Full Member
USA	Crisis Text Line	Crisis Text Line	Full Member
USA	National Runaway Safeline	National Runaway Safeline	Full Member
USA	Polaris	Polaris	Associate Member
USA	Stop It Now!	Stop It Now!	Full Member
USA	Trevor Project	The Trevor Lifeline	Associate Member
Vietnam	Ministry of Labour, Invalids and Social Affairs (MOLISA)	National Hotline for Child Protection 111	Full Member
Zambia	Lifeline/Childline Zambia	Childline Zambia	Full Member
Zimbabwe	Childline Zimbabwe	Childline Zimbabwe	Full Member

4.7.2 Regional

Region	Country	Organization Name	Helpline Name	Current Membership Status
Africa	Benin	Ministère des Affaires Sociales et de la Micro Finance	Benin - Ministère des Affaires Sociales et de la Micro Finance	Associate Member
	Burkina Faso	Ministere de la Femme, de la Solidarite Nationale et de la Famille	Allo 116 - Ligne téléphonique d'assistance aux enfants	Full Member
	Cameroon	Ministere de la Promotion de la Femme et de la Famille	Lignes Vertes Cameroun	Associate Member
	Ethiopia	Enhancing Child Focused Activities - (ECFA) Ethiopia	Adama Child Helpline (ECFA)	Full Member
	Ghana	African Movement for the Prevention of Child Abuse & Neglect - AMPCAN Ghana	AMPCAN Ghana	Associate Member
	Guinea	Association Guineenne des Assistantes Sociales (AGUIAS)	AGUIAS 116	Full Member
	Kenya	Childline Kenya	Childline Kenya	Full Member
	Liberia	Ministry of Gender, Children and Social Development - Liberia	My Voice, My Safety	Associate Member
	Malawi	Youth Net & Counselling (YONECO) Malawi	Tithandizane Helpline 116	Full Member
	Mozambique	Linha Fala Crianca - Child Helpline Mozambique	Linha Fala Crianca - Child Helpline Mozambique	Full Member
	Nigeria	Cece Yara Foundation	Cece Yara Child Helpline	Full Member
	Nigeria	Human Development Initiatives - HDI Nigeria	HDI Nigeria Child Helpline	Full Member
	Senegal	Centre d'Accueil, d'Information et d'orientation pour Enfants en Situation Difficile- GINDDI	Centre GINDDI - Allo 116	Full Member
	Sierra Leone	ChildHelp Sierra Leone	ChildHelp Sierra Leone	Full Member
	Sierra Leone	Economic Empowerment and Human Rights Sierra Leone - EEHRSL	EEHR Sierra Leone Child Helpline	Associate Member

	South Sudan	Ministry of Gender, Child, Social Welfare, Humanitarian Affairs and Disaster Management	Directorate of Child Welfare - South Sudan Child Helpline	Associate Member
	Tanzania	C-Sema Tanzania	Tanzania National Child Helpline	Full Member
	Togo	CROPESDI (Centre de Reference, d'Orientation et de prise en charge des Enfants en Situation Difficile)	Allo 1011	Full Member
	Uganda	Uganda Child Helpline (UHL)	Sauti 116	Full Member
	Zambia	Lifeline/Childline Zambia	Childline Zambia	Full Member
	Zimbabwe	Childline Zimbabwe	Childline Zimbabwe	Full Member
Americas & Caribbean	Bolivia	Dirección de Igualdad de Oportunidades (DIO)	Línea 156	Associate Member
	Bolivia	Línea 156	Plataforma de Atención Integral a la Familia ? Emergencia (Línea Gratuita 156)	Full Member
	Brazil	Safernet Brasil	Safernet Brasil	Full Member
	Canada	Kids Help Phone	Kids Help Phone	Full Member
	Colombia	Instituto Colombiano de Bienestar Familiar ICBF	ICBF Colombia - Línea 141	Associate Member
	Colombia	Secretaría Distrital de Salud de Bogotá	Línea 106 Bogotá	Full Member
	Haiti	Jurimédia	Jurimédia	Associate Member
	Nicaragua	Ministerio de la Familia, Adolescencia y Niñez	Línea 133	Full Member
	Paraguay	Ministerio de la Niñez y la Adolescencia	Fono Ayuda Línea 147	Full Member
	Peru	Fundación Anar Perú	Télefono Anar	Full Member
	USA	2ndfloor	2ndfloor Youth Helpline	Full Member
	USA	Boys Town National Hotline	Boys Town National Hotline	Full Member
	USA	California Coalition for Youth	CA Youth Crisis Line	Full Member
USA	Childhelp	National Child Abuse Hotline	Full Member	
USA	Crisis Text Line	Crisis Text Line	Full Member	

	USA	National Runaway Safeline	National Runaway Safeline	Full Member
	USA	Polaris	Polaris	Associate Member
	USA	Stop It Now!	Stop It Now!	Full Member
	USA	Trevor Project	The Trevor Lifeline	Associate Member
Asia Pacific	Australia	Yourtown	Kids Helpline (Australia)	Full Member
	Cambodia	Child Helpline Cambodia	Child Helpline Cambodia	Full Member
	China	Xi'an Philanthropic Child Abuse Prevention and Aid Centre	Child Emergency Hotline	Associate Member
	Hong Kong (China)	Against Child Abuse	Parent-Child Support Line	Full Member
	India	Childline India Foundation	Childline India	Full Member
	Indonesia	Ministry of Social Affairs	TePSA - Telepon Pelayanan Sosial Anak	Full Member
	Japan	Childline Support Centre Japan (NPO)	Childline Japan	Full Member
	Laos	Vientiane Women and Youth Centre for Health and Development	Vientiane Youthline	Full Member
	Myanmar	Shwe Ya Min Foundation	Childline Myanmar	Associate Member
	Nepal	Child Workers Concerned Centre in Nepal (CWIN)	Child Helpline Nepal 1098	Full Member
	Philippines	ABS-CBN Lingkod Kapamilya Foundation, Inc.	Bantay Bata 163	Full Member
	Sri Lanka	Don Bosco Lama Sarana	Don Bosco Lama Sarana	Full Member
	Sri Lanka	National Child Protection Authority	Childline Sri Lanka 1929	Full Member
	Thailand	Childline Thailand Foundation	Childline Thailand - Saidek 1387	Full Member
	Vietnam	Ministry of Labour, Invalids and Social Affairs (MOLISA)	National Hotline for Child Protection 111	Full Member
Europe	Belgium	AWEL	Jongerenlijn AWEL	Full Member
	Denmark	Børns Vilkår	BørneTelefonen	Full Member
	Finland	Mannerheim Lastensuojeluliitto (Mannerheim League for Child Welfare)	Lasten ja Nuorten Puhelin ja Netti - Child and Youth Phone	Full Member

	France	Service National d'Accueil Telephonique de l'Enfance en Danger - SNATED	119 - Allô Enfance en Danger	Full Member
	Germany	Nummer Gegen Kummer eV	Kinder- und Jugendtelefon	Full Member
	Ireland	ISPCC - Irish Society for the Prevention of Cruelty to Children	ISPCC Childline	Full Member
	Italy	Telefono Azzurro	Hello Telefono Azzurro	Full Member
	Netherlands	De Kindertelefoon	De Kindertelefoon	Full Member
	Netherlands	EOKM (Stichting Expertisebureau Online Kindermisbruik)	Helpwanted.nl	Full Member
	Norway	Alarmtelefonen for barn og unge	Alarmtelefonen for barn og unge	Full Member
	Norway	Kors På Halsen	Kors På Halsen (Cross my heart) - Norwegian Red Cross helpline for Children and Youth	Full Member
	Spain	Fundación ANAR	Teléfono ANAR de Ayuda a Niños y Adolescentes	Full Member
	Sweden	BRIS (Barnens Rätt i Samhället)	BRIS	Full Member
	Switzerland	Pro Juventute	Pro Juventute Beratung + Hilfe 147	Full Member
	United Kingdom	BEAT	BEAT	Full Member
	United Kingdom	Muslim Youth Helpline	Muslim Youth Helpline	Associate Member
	United Kingdom	NSPCC - Childline UK	Childline UK	Full Member
	United Kingdom	The Mix UK	The Mix	Full Member
Middle East & North Africa	Egypt	The National Council for Childhood & Motherhood (NCCM)	Child Helpline Egypt	Full Member
	Jordan	Jordan River Foundation	JRF 110 Helpline	Full Member
	Lebanon	Ministry of Social Affairs	Higher Council for Childhood	Associate Member
	Lebanon	Naba'a	Naba'a	Associate Member
	Sudan	Family and Child Protection Unit	Child Helpline 9696	Associate Member