



About these guides

Growing numbers of young people are leading digital lives, and when they encounter problems in their digital lives, many will reach out to child helplines for support and guidance.

CHI and GSMA have harnessed learnings from their members and partners to create a series of high level guides on nine of the more common or challenging digital issues that lead young people to seek advice from child helplines. The nine guides cover: cyberbullying, discrimination and hate speech, grooming, illegal content, inappropriate content, privacy, sexual extortion, sexual harassment and unsolicited contact.

The guides were created with child helplines and counsellors in mind - in particular those for whom internet safety issues are relatively new or counsellor guidance / training is still under development. They are deliberately and necessarily high level, in order to accommodate differing local contexts, but each guide provides a definition and some examples of the issue, options for discussion with the child or a parent / carer, practical and technical advice, as well as any 'red flags' that counsellors should look out for.

We hope the guides serve as a useful introduction and perhaps a foundation upon which to develop more detailed guidance within a given national context.

Our grateful thanks go to the organisations listed below for contributing to the working session where the development of the guides began, and / or the iteration process that followed, to produce the end result.

We welcome feedback and suggestions for improving or adding to these documents – we want them to be as useful as possible. Please email myouth@gsm.com

CONTRIBUTORS:

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Child Helpline, Saudi Arabia	NSPCC, UK
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Child Helpline Uruguay	Telia Company
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