VOICES OF CHILDREN AND YOUNG PEOPLE

2015 in numbers:
Child Helplines Global Highlights
Our child helplines' work in figures

Around the globe, we listened to more than 20 million children.

43% Asia Pacific
23% Europe
14% The Americas and the Caribbean
11% Africa
8% Middle East and North Africa

13 to 17 year-olds reached out more than any other age group.

These are the ways they connected with us:

- 19,677,139
- 547,772
- 310,481
- 185,699
- 145,429
- 60,360
- 37,905
- 1,836

Children mainly talked about...

- 900,000 Psychosocial, mental health
- 800,000 Abuse and violence
- 700,000 Child-related services
- 600,000 Family relationships
- 500,000 Peer relationships
- 400,000 Sexuality and sexual awareness
- 300,000 School and education
- 200,000 Basic needs
- 100,000 Bullying and Cyberbullying
- Physical health and healthcare
Child Helpline International’s members* in Africa

Botswana – CHILDLINE BOTSWANA
Burkina Faso – LIGNE VERTE 116
Ethiopia – ENHANCING CHILD FOCUSED ACTIVITIES (ECFA)
Kenya – CHILDLINE KENYA
Lesotho – CHILDLINE LESOTHO
Madagascar – ALLÔ FANANTENANA
Malawi – YOUTH NET & COUNSELLING (YONECO)
Mauritania – ASSOCIATION MAURITANIENNE POUR LA SANTÉ DE LA MÈRE ET DE L’ENFANT (AMSME)
Mauritius – HALLEY MOVEMENT
Mozambique – LINHA FALA CRIANÇA
Namibia – LIFELINE/CHILDLINE NAMIBIA

Nigeria – HUMAN DEVELOPMENT INITIATIVES (HDI)
Guinea-Conakry – ASSOCIATION GUINÉENNE DES ASSISTANTES SOCIALES (AGUIAS)
Sierra Leone – CHILDHELP SIERRA LEONE
South Africa – CHILDLINE SOUTH AFRICA
Tanzania – C-SEMA GROUP TANZANIA & ZANZIBAR
Togo – CENTRE DE RÉFÉRENCE, D’ORIENTATION ET DE PRISE EN CHARGE DES ENFANTS EN SITUATION DIFFICILE (CROPESDI)
Uganda – CHILDHELP LINE UGANDA
Zambia – LIFELINE/CHILDLINE ZAMBIA
Zimbabwe – CHILDLINE ZIMBABWE

*Child helpline members that contributed to this report.
IN THE AMERICAS AND THE CARIBBEAN WE LISTENED TO 3,010,560 CHILDREN.
Child Helpline International’s members* in the Americas and the Caribbean

Argentina – LÍNEA 102 CABA
Argentina – LÍNEA 102 - PROGRAMA CUIDANIÑOS
Aruba – TELEPHON PA HUBENTUD
Brazil – 123ALO! INSTITUTO NOOS
Brazil – SAFERNET
Canada – KIDS HELP PHONE
Canada – TEL JEUNES
Chile – FONO INFANCIA
Chile – TELÉFONO ANAR CHILE
Colombia – CORPOLATIN
Colombia – INSTITUTO COLOMBIANO DE BIENESTAR FAMILIAR (ICBF)
Colombia – LÍNEA 106 - BOGOTÁ
Costa Rica – PATRONATO NACIONAL DE LA INFANCIA

Curaçao – KINDERBESCHERMING CURAÇAO
Paraguay – FONO AYUDA
Peru – FUNDACIÓN ANAR PERU
St. Maarten – POSITIVE CONNECTION HOTLINE
Suriname – KINDEREN JONGEREN TELEFOON - KJT
Trinidad and Tobago – CHILDLINE TRINIDAD AND TOBAGO
Uruguay – LÍNEA AZUL
USA – 2ND FLOOR
USA – BOYS TOWN NATIONAL HOTLINE
USA – CALIFORNIA YOUTH CRISIS LINE
USA – CRISIS TEXT LINE
USA – NATIONAL CHILD ABUSE HOTLINE
USA – NATIONAL RUNAWAY SAFELINE
USA – STOP IT NOW!

*Child helpline members that contributed to this report.
IN ASIA PACIFIC
WE LISTENED TO
9,053,879
CHILDREN

INFORMATION REQUESTED

Homelessness
Sexuality and sexual awareness
Basic needs
Psychosocial mental health
Addiction
Abuse and violence
Physical health and healthcare
Bullying
Cyberbullying
Information
Parenting and child rearing
School related and education
Commercial exploitation
Discrimination
Harmful traditional practices
HIV/AIDS
Children in conflict zones

13-15 10-12
16-17

97%
2%
0.6%
0.4%
94%
3%
3%
Child Helpline International’s members* in Asia Pacific

Afghanistan – WAR CHILD UK AFGHANISTAN
Australia – KIDS HELPLINES
Bangladesh – APARAJEVO
Brunei – HELPLINE KEBAJIKAN 141
Cambodia – CHILD HELPLINE CAMBODIA
Hong Kong SAR – PARENT/CHILD SUPPORT LINE
India – CHILDLINE INDIA
Indonesia – TESA 129
Japan – CHILDLINE SUPPORT CENTRE
Malaysia – CHILDINE MALAYSIA
Maldives – CHILD HELPLINE 1412
Mongolia – CHILD HELPLINE 108
Nepal – CHILD HELPLINE NEPAL (CWIN)
New Zealand – KIDSLINE
New Zealand – 0800 WHAT’S UP
New Zealand – YOUTHLINE
Pakistan – MADADGAAR
Philippines – BANTAY BATA 163
Singapore – TINKLE FRIEND
Sri Lanka – DON BOSCO LAMA SARANA
Thailand – SAIDEK 1387
Vietnam – CHILD HELPLINE 1800 1567

*Child helpline members that contributed to this report.
IN EUROPE WE LISTENED TO 4,748,689 CHILDREN.
Child Helpline International’s members* in Europe

Albania – ALO 116
Austria – 147 RAT AUF DRAHT
Azerbaijan – AZERBAIJAN CHILD HELPLINE SERVICE
Belgium – AWEL
Belarus – PONIMANIE
Croatia – HRABRI TELEFON
Czech Republic – LINKA BEZPEČÍ
Denmark – BØRNS VILKÅR
Finland – LASTEN JA NUORTEN PUHELIN
France – 119 ALLO ENFANCE EN DANGER
Germany – KINDER UND JUGENDTELEFON
Greece – SOS 1056
Hungary – KÉK VONAL
Iceland – HJÁLPARSÍMINN 1717
Ireland – ISPCC CHILDLINE
Israel – ERAN
Israel – NATAL
Italy – TELEFONO AZZURRO
Latvia – 116 111 UZTICĪBAS TĀLRUNIS
Lithuania – VAIKŲ LINIJA
Luxembourg – KANNER-JUGENDTELEFON
Macedonia – SOS HELPLINE FOR CHILDREN AND YOUTH
Montenegro – DJECA PRIJE SVEGA
Netherlands – DE KINDERTELEFOON
Norway – 116 111 ALARMTELEFONEN
Norway – KORS PÅ HALSEN
Poland – TELEFON ZAUFANIA DLA DZIECI I MŁODZIEŻY
Portugal – SOS CRIANÇA
Romania – TELEFONUL COPILULUI
Russia – NFPCC
Serbia – NADEL
Slovakia – LDI
Slovenia – TOM
Spain – TELÉFONO ANAR
Sweden – BRIS
Switzerland – PRO JUVENTUTE
Ukraine – LA STRADA
United Kingdom – CHILDLINE 0800 1111
United Kingdom – THE MIX
United Kingdom – MISSING PEOPLE

*Child helpline members that contributed to this report.
IN THE MIDDLE EAST AND NORTH AFRICA WE LISTENED TO 1,763,627 CHILDREN.
Child Helpline International’s members* in the Middle East and North Africa

**Egypt** – THE NATIONAL COUNCIL FOR CHILDHOOD AND MOTHERHOOD (NCMM)
**Iraq** – CHILD HELPLINE KURDISTAN REGIONAL GOVERNMENT
**Islamic Republic of Iran** – SEDAY E YARA
**Jordan** – JORDAN RIVER FOUNDATION
**Palestine** – SAWA

**Qatar** – QATAR FOUNDATION FOR PROTECTION AND REHABILITATION
**Saudi Arabia** – THE NATIONAL FAMILY AND SAFETY PROGRAMME
**United Arab Emirates** – DUBAI FOUNDATION FOR WOMEN AND CHILDREN
**United Arab Emirates** – SHARJAH SOCIAL SERVICES DEPARTMENT

*Child helpline members that contributed to this report.*
Violence against children: global numbers

In 2015 our global network answered nearly 600,000 calls for help on violence and abuse. More of these calls were from girls than boys.

Girls called more on every type of abuse. One exception where boys were more likely to call: commercial exploitation.

Forms of child abuse

- Bullying and Cyberbullying
- Physical abuse
- Emotional abuse
- Sexual abuse
- Other forms of abuse
- Neglect
- Commercial exploitation
- Harmful traditional practices
- Online child abuse

Percentages of calls by gender:
- Girls: 49%
- Boys: 14%

Other percentages:
- 2%: Commercial exploitation
- 19%: Other forms of abuse
- 16%: Neglect
- 47%: Emotional abuse
- 32%: Sexual abuse
- 21%: Physical abuse

In 2015 our global network answered nearly 600,000 calls for help on violence and abuse. More of these calls were from girls than boys.
Exploitation and abuse online is a growing reason for children to contact us. Here are some of their stories.

I'm calling because a girl is blackmailing me. I met her online. One day we were chatting and she began to undress in front of the camera. I was puzzled at first but she asked me to do the same. Yesterday I received a message from her. She wants money, otherwise she's threatening to upload the video online. I don't have the money and I don't want to tell my parents. I'm so ashamed and scared. What if my friends see that? What can I do?

I'm worried about a friend of mine. She hasn't come to school for days now. I know she has some problems with her parents. They behave weirdly, like they're on drugs. Once they were watching porn and asked her to join them. That's wrong, isn't it? I haven't seen her in ages and she doesn't return my calls. I'm afraid to go to her place. What would you do?

I'm sad, I'm being bullied, especially at the end of the day, after school. Today I received insulting and horrible SMS messages again and last week I told a teacher but he hadn't done anything. And now I can't tell anyone in my family and I'm afraid it will get worse. I feel like I can't escape.

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Tayna, 15
Arshad, 14
Karabou, 16
Alexander, 15
We are Child Helpline International, one of the world’s largest collective impact organisations.

Our network consists of 181 child helplines and other organisations operating in 139 countries around the world. Since our founding in 2003, we have supported the creation of new child helplines and strengthened our network by sharing what we have learned from the best of them, with all of them. We have also collected and interpreted data from our members, which received over 20 million contacts, in 2015 only, from children and youth in need of help and guidance. These millions of individual stories and reports form a mosaic of how and where in the world children and young people are suffering injustice, abuse and dangers. We then present those stories to policy influencers, and effect the changes that improve conditions for children in meaningful ways, both globally and locally.

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

For more information, contact us at data@childhelplineinternational.org