



Child Helpline Data from
2012 and 2013

The Voices of Children and Young People

Giving a Voice to Children and Young People Worldwide



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*» 28 million children and young people
contacted child helplines in 2012 and 2013 «*

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Message *Executive Director of CHI*

WELCOME TO THE 2012/2013 EDITION OF THE VOICES OF CHILDREN AND YOUNG PEOPLE, Child Helpline International's data compilation from its member child helplines around the world. This publication provides a comprehensive overview of the voices of children and young people in need of assistance, care and protection. It showcases their concerns, the issues that they face, and highlights regional and global trends.

» *If we do not invest in our young people now, the cost of dealing with the social burdens will be enormous.* «

Many of the world's children are still struggling to be heard. Protection, in particular the social protection and the empowerment of young people starts by listening to them. Their voices tell us heart-breaking stories that are often not heard by those who should be listening. Hearing these voices and providing them with justified social protection, will help those in need to build resilience against life's uncertainties.

During 2012 and 2013, CHI's data shows that children and young people have contacted child helplines on issues of abuse and violence, psycho-social well-being, their right to education and commercial exploitation.

Children trust child helplines and voluntarily contact them to get help. Through their active participation, children provide child helplines with valuable first hand information of the problems that they face on a daily basis. This data about the occurrences of violence and other risk factors provides a crucial insight to politicians and policy makers on the situation of children and young people.

In order to ensure a holistic approach to sustainability, it is imperative that governments invest in policies and programs that foster the social protection and the empowerment of these children and young people. In the absence of adequate social protection it is likely that many young people may never be able to achieve their full potential and contribute to their societies and nations to which they belong.

Our data over the past two years also shows that most contacts with child helplines are made by young people in the age group of 10-17. There are more girls than boys contacting child helplines for support, especially in the age group of 13-15. Child helpline data demonstrates the vulnerability of girls and young women. The elimination of violence against girls and women and the promotion of their social and economic inclusion should also be part of future efforts in social protection policies and programs.

Fortunately the importance of evidence based data in this respect is being increasingly recognised. UNICEF's latest data-driven publication entitled: *Hidden in Plain Sight* and a companion piece called *Ending Violence Against Children: Six Strategies for Action*, are good examples. These reports focus on preventative measures in addressing violence, for example promoting and providing support services for children such as child helplines.

The enormous efforts made by the UN Special Representative of the Secretary General on Violence Against Children, Ms Marta Santos Pais, are also examples of the global commitment by governments, civil society and the private sector, in responding to the elimination of violence faced by young people.

It is important to recognise children and young people, societies next generation. Investments in their social protection are essential to ensuring sustainability. If we do not invest in our young people now, the cost of dealing with the social burdens will be enormous. Let us support them in leading a dignified life!

Nenita La Rose
Executive Director
Child Helpline International



Message *Professor Jaap E. Doek*

MANY VOICES OF CHILDREN ARE NOT HEARD such as children who are victims of violence or neglect and children who struggle with problems in their personal life or within their families. They are often afraid to talk to their parents, family members, teachers, caregivers or community because they are anxious of adult reactions. Sadly, fear of reprisal prevents these children and young people from obtaining the right help, assistance and protection that they need.

Child helpline International has promoted and supported the establishment of national child helplines and currently has members in 143 countries. The many millions of children who call these helplines not only demonstrates their need to talk about their problems but also that these child helplines have become their line of advice that delivers them possible actions to address their concerns and problems. Thus, child helplines are a crucial tool in exercising the right of the child or young person, as recognised in Article 12 of the United Nations Convention on the Rights of the Child; and allows them to express their views, concerns and feelings and to be listened to. All 194 countries that have ratified this Convention should have national helplines and should make sure that the voices of children are not only heard but that they are also given the necessary follow-up actions.



Child helplines should be toll-free, because children should be allowed to call these crucial services without any costs and at any time. The problems that children face on a daily basis are not limited to office hours, therefore it is imperative that national helplines are operational 24 hours a day, seven days a week. Notably, adequate resources that allow the child helpline to be fully staffed and in good partnership with referral mechanisms in existing child protection systems is essential in ensuring that the child or young person obtains the right services that will care and protect him or her.

This report shows the impressive role of child helplines and their impact not only for the individual child, but also in terms of improving legislation and policies.

Still a lot remains to be done, and this report is an urgent appeal to all States parties that have ratified the Convention on the Rights of the Child to either establish a child helpline or to strengthen the capacity of an existing child helpline in their country. These children's voices must not be forgotten and therefore the strengthening of such child protection systems will allow more children to be heard, protected, and supported.

Jaap E. Doek
Chairperson of the CRC Committee 2001 – 2007

» *This report shows the impressive role of child helplines and their impact not only for the individual child but also in terms of improving legislation and policies.* «

Executive Summary

An important part of Child Helpline International's (CHI) activities is to annually report on the data collected and submitted by child helplines. As a result of CHI's 10 year data publication launched in 2013, an annual report on data from 2012 was not published, and so, in 2014, 'The Voices of Children and Young People' presents child helpline data collected from 126 child helplines in 104 countries during 2012 and 2013.

The data collected during 2012 and 2013 indicates that children are willing to share their concerns and fears once they have trust in a system or mechanism such as a child helpline. The increase in the number of child helplines, provision of toll-free, easy to remember telephone numbers, and the adoption of new communications technology has enabled more children worldwide to access child helplines services than ever before.

The data in this publication represents the voices of children and young people. Child helplines provide millions of children and young people with crucial services that safeguard their wellbeing. Over 28 million children and young people contacted child helplines during 2012 and 2013. The majority of these contacts were recorded at child helplines in Europe (41%), followed by Asia Pacific (32%), Africa (17%), Americas and Caribbean (5%), and the Middle East and North Africa (MENA) (5%). Children and young people who contacted child helplines were between 10 - 17 years of age. The majority of contacts were made over the telephone. However, children and young people are increasingly adopting other means of communications such as online chat, email and text messaging, in order to seek support and advice.

Globally, the extensive data collected by CHI has provided an insight into the depth and range of issues faced by the young population in a country or region. The most common reasons for children and young people requesting assistance, counsel, or referral, concerned abuse and violence (29%), psycho-social mental health (14%), peer relationships (12%), family relationships (11%), sexuality and sexual awareness (9%), and school-related matters (5%). Other trends are also emerging, particularly those related to education, poverty, and cultural practices embraced by different communities.

Child helpline data shows that globally children across the world face many challenges, and reach out to child helplines on a daily basis to seek assistance, counsel, referral and protection. Abuse and violence remain a constant issue causing serious problems in all regions. Approximately, 2 million children and young people reported a form of abuse or violence (physical, emotional, sexual or bullying). The majority of abuse and violence cases were perpetrated by an immediate family member. Children and young people are also struggling with psycho-social mental health issues with more than 1.3 million contacts were received by child helplines around the world on this issue.

Data from child helplines around the world indicates serious gaps in achieving the Millennium Development Goals (MDGs). Many children and young people are contacting child helplines on development-related issues including the fulfilment of basic needs and inability to access basic services such as education and discrimination. These factors greatly undermine the wellbeing of the child, and highlight disparities in progress towards the MDGs. Poverty remains a huge problem around the world, debilitating the development of young people and deepening the day to day challenges that they encounter. Over 70,000 contacts were received by child helplines on this issue across the world. Furthermore, CHI data demonstrates that children are experience problems in school and in accessing education. Over 300,000 adolescents reported these incidents. Child helpline data shows that girls across are more vulnerable to violence, discrimina-

The Global Voices of Children and Young People

tion and harmful traditional practices that are perpetuated by poverty, low levels of education and cultural realities and practises, both globally and regionally. Over 9,000 contacts (mostly girls) were rescued from threatening situations related to harmful traditional practises and child marriage. Most of the contacts about these issues were received by child helplines in Asia and Africa.

CHI data illustrates that each region has its own emerging problems. Problems arising from HIV/AIDS still persist in the African region where children are exposed to worsening poverty, abandonment, neglect and in some cases rejection from their communities, because of the disease. Over 57,000 children and young people have contacted child helplines on issues related to HIV/AIDS whether it was due to suffering the loss of a parent or about lifestyle changes aimed to protect the child's health and future sexual practices. Most of these contacts were received by child helplines in the Southern African (87%) region.

The Americas and Caribbean region is reported as having the second highest level of gender inequality in the world, which is appears evident in CHI data as more girls from this region contacted child helplines on issues related to poverty and job opportunities. Similarly, girls also reported more incidences of experiencing discrimination based on illness or mental health, immigration and complications in accessing health care services.

Child helpline data from Asia Pacific sheds light on the diversity of this region. While most of the child helpline data on psycho-social mental health matters is derived from the more developed part of the continent, the Pacific, there are other regional issues emerging. Data highlights that the majority of contacts on child marriage (over 4,000) were made by children and young people from South Asia (68% of all global contacts on this matter).

Generally, child helplines in Europe are the most developed in the world, however over the years the regional economic situation has taken its toll on the lives of children and young people. Child helplines in Europe were contacted over 34,000 times by children who were requesting assistance and support because their basic needs were not being met. Most of these contacts were made by girls (56%).

In the MENA region, free education is officially provided by the state for all children and young people, however, in practice this does not seem to be the case. Many children in the region contacted child helplines because they were unable to access education (1,460 contacts), or were contemplating dropping out of school (1,615 contacts). More girls than boys sought help from child helplines in MENA on both these issues.

CHI data demonstrates the difficulties that children and young people encounter on a daily basis and the devastating abuse and violence that they subjected to. This is just the tip of the iceberg as these young people were fortunate enough to have child helpline services that were able to step in and remove them from their harmful environment, or in some cases just to be a listening ear. Where such services do not exist these children would have nowhere to turn to. In some countries child helplines constitute the only access that children and young people have to a child protective service, therefore governments should pour resources and support child helplines, so that their potential could be increased by reaching as many children as possible. Child helplines should be recognised by governments and international organisations as an essential child protection mechanism, especially in countries where such services are currently lacking. It is imperative that governments and civil society listen to this call for action and ensure that child protection systems by supporting existing child helplines and establishing child helplines in countries where they do not currently exist.

Warning Signs:

- **Almost one in three contacts made by children and young people to child helplines concerns abuse or violence**
- **Child helplines around the world received 1.3 million contacts on psycho-social matters**
- **Children are experiencing problems in school and in accessing education (almost 350,000 contacts)**
- **Over 9,000 contacts were related to threatening harmful traditional practises and child marriage.**

Introduction

An important part of Child Helpline International's (CHI) activities is to annually report on the data collected and submitted by child helplines. During 2013, Child Helpline International marked its 10th Anniversary and to commemorate this milestone *'The Voices of Children and Young People'* which presented 10 years of child helpline data from 173 members in 143 countries was launched at the United Nations in New York. As a result of the 10 year data publication, an annual report on data from 2012 was not published, and so, in 2014, *'The Voices of Children and Young People'* presents data collected from 128 child helplines in 105 countries during 2012 and 2013. This report opens with a brief introduction of child helplines and Child Helpline International and follows with a global overview of child helpline data, outlining regional emerging trends.

» *Child helpline services are anonymous, and are ideally accessible free of cost, 24 hours per day, seven days a week.* «

Child Helplines and Child Protection

A child helpline is a support and intervention service for children and young people, run by civil society organisations and governments alike, under the auspices of enhancing child well-being, child protection, and preventing child maltreatment. Child helplines ideally operate with a myriad of referral services at their disposal, and work closely together with family protection units, educational facilities, hospitals, judicial services, shelters, and other child related services. In reality, such an extensive network of services is not always available and so child helplines have to redefine resourcefulness, and employ unconventional creativity and ingenuity in challenging circumstances – in spite of limited financial means, capacity and resources.

Children and young people contact child helplines through telephone and on-line services, face-to-face contact and regular post. Child helpline services are anonymous, and are ideally accessible free of cost, 24 hours per day, seven days a week. Child helplines constantly work on improving their accessibility by obtaining regionally harmonised 3 to 4 digit, easy to remember, and free-of-cost phone numbers, that are both free for the caller and for the child helpline receiving the call. Contacting a child helpline is often a child's first engagement and entry point with child protection services.

The United Nations Convention of the Rights of the Child (UNCRC) describes the basic human rights that children around the world have. These include the right to survival; to develop to their fullest potential; to protection from harmful influences, abuse and exploitation; and to participate fully in family, cultural and social life. It is the basic right of children and young people to be heard, to voice their opinions and concerns as enshrined in Article 12 of the UNCRC. Child helplines enable and empower children to exercise these rights, to take their lives into their own hands, and to resolve their problems with professional counsellors who refer them to appropriate services and offer protection from threatening situations.

The concept of child helplines is rooted in UNCRC Article 12¹, which outlines the Right to be Heard for all children, and child helplines first and foremost realise this right. This publication is based on the stories child helplines collect through actively listening when children and young people reach out to them to discuss the issues in their lives.

¹ United Nations. 1989. Convention on the Rights of the Child. Available at: <http://www.ohchr.org/en/professionalinterest/pages/crc.aspx>.

» *The importance of this data cannot be over-stressed and should be viewed as an early warning alarm, and a window into the current situation of children around the world.* «

Child Helpline International Data

Child Helpline International (CHI) is a global network of 179 child helplines in 143 countries (May, 2014). Each year, CHI collects data from its member child helplines on the reasons why children and young people contact them. The counsellor logs each contact made by a child or young person into a database, and identifies the best category to document the contact, i.e. the reason most related to the child's actual request for help². This data documented by counsellors gives us a unique insight into the situation of children, their lives, and the issues that affect them.

Over the years CHI has encouraged child helplines around the world to standardise their data collection to fit CHI's Data Proforma³ which is sent out to each child helpline on an annual basis. The standardisation of data across child helplines enables us to make comparisons between different data sets and allows better analysis across regions and globally. This standardisation has proven to be a challenge for many child helplines around the world, as each child helpline uses different programmes and means to document contacts made by children and young people. However, many child helplines have conformed to CHI's data collection criteria and this has improved data collection, quality and analysis over the years. Notably, the path of CHI's data collection and documentation is a growing process of improvement and modification as new trends are emerging within the ever changing environment that children and young people are exposed to (for instance cyber-bullying).

CHI data collected from child helplines is unique on many levels. Firstly, child helplines are trusted by children and young people, and are seen as 'child-friendly' anonymous entry points for those seeking assistance, counsel, referral and protection. Children and young people are therefore more inclined to open up and voice their concerns and troubles without fear of reprisal.

Secondly, child helplines are in a unique position to collect accurate data on the concerns, issues and in some instances the horrors that children and young people are exposed to. This vital wealth of data can be used to steer key policy decisions by governments, and provide guidance to civil society organisations to align their programmes to the needs of children and young people in order to collectively strengthen child protective systems at the national and sub-national levels.

The importance of this data cannot be over-stressed and should be viewed as an early warning alarm, and a window into the current situation of children around the world. The more data we gather, the more we will be able to contribute to influencing decision making to a whole new level in the field of child protection, child rights, and related disciplines.

CHI data from 2012 and 2013 is illustrated in this publication, and allows us to listen to the stories and experiences of children and young people. All case studies in this report have been edited, and names have been changed, in order to ensure confidentiality, anonymity, and privacy.

² Child Helpline International. 2014. Child Helpline International Glossary of Terms Updated January . Available at: http://www.childhelplineinternational.org/media/99057/chi_glossary_2014_-_en.pdf. ³ Child Helpline International's data proforma is based upon 135 disaggregated categories and questions.

Over 28 million⁴ children and young people contacted 126⁵ child helplines in 104 countries around the world during 2012 and 2013. During this period, CHI received data from 44 European child helplines, 28 Americas and Caribbean child helplines, 21 Asia Pacific child helplines, 20 African child helplines and 13 child helplines from the Middle East and North Africa. The majority of the contacts were recorded at child helplines in Europe (41%), followed by Asia Pacific (32%), Africa (17%), Americas and Caribbean (5%), and the Middle East and North Africa⁶ (MENA) (5%).

The variation in contact numbers between regions may be due to the availability and utilisation of telecommunication facilities as opposed to being suggestive of the absence of demand for such services. Factors influencing variation may include: national or local service coverage and the availability or working hours of the child helpline service; differences in the level of awareness of the various child helplines amongst their target groups; and the variety of communication channels offered by the child helplines in different regions.

Regrettably, CHI data shows that over 24 out of 52 million⁷ attempted calls from children and young people did not get through to a child helpline services due to lack of human capacity, infrastructure, and financial resources. This means that 46% of children contacting child helplines do not get through to a counsellor for advice, assistance, intervention or referral.

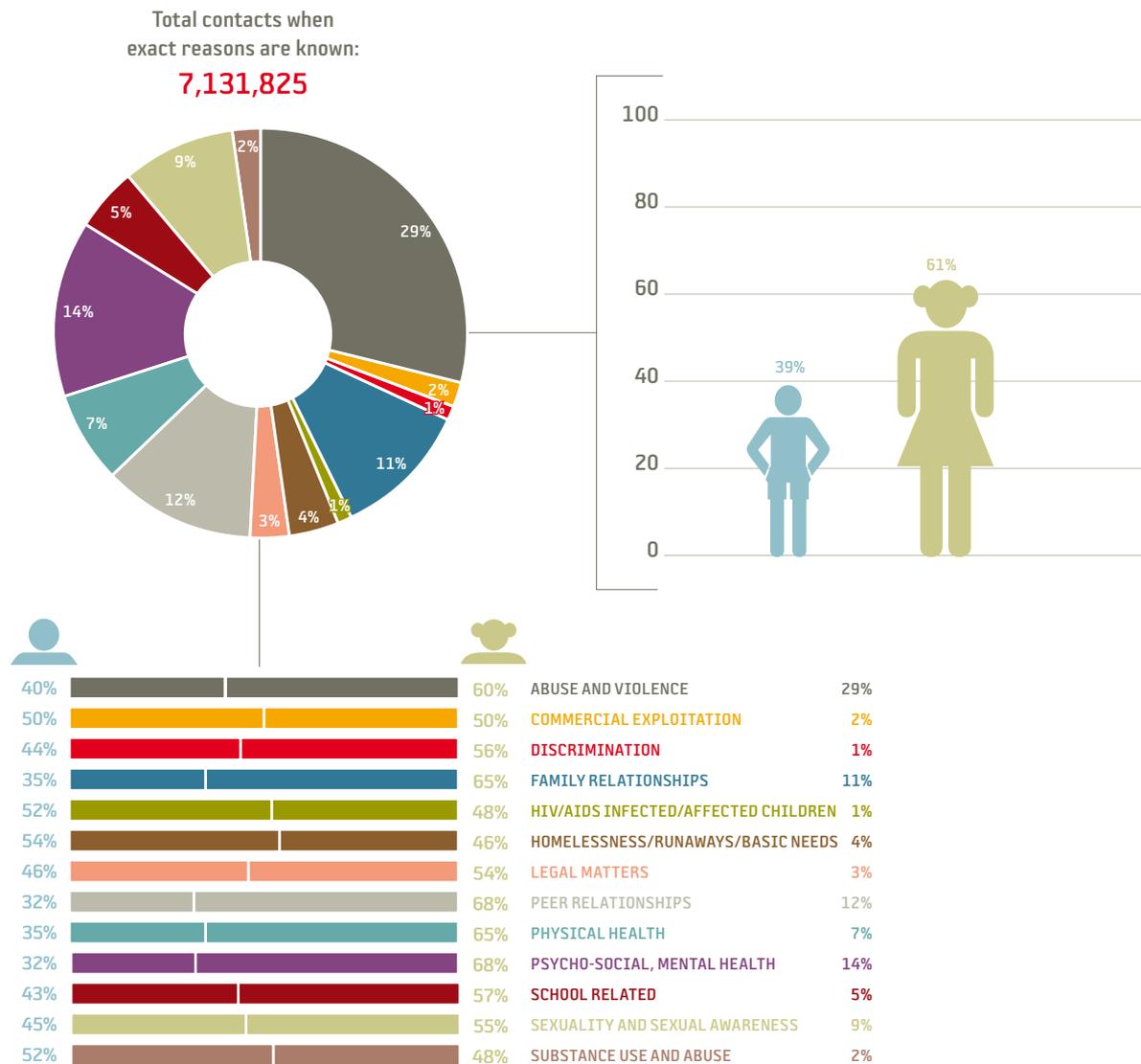
See more at: www.freeourvoices.org

Children and young people who contacted child helplines around the world in 2012 and 2013 were largely between 10 - 17 years age (71% of all contacts). Notably, more girls (57%) than boys contacted child helplines during 2012 and 2013. The majority of contacts (91%) were made over the telephone. However, children and young people are increasingly adopting other means of communication such as online chat, email, and text messaging, in order to seek support and advice.

» *CHI data shows that over 24 million calls from children and young people could not get through to child helpline services due to lack of human capacity, infrastructure, financial resources.* «

⁴ These 28 million contacts were calls that were 'answered' - where the helpline provides the child with assistance or active listening as well as silent and test calls. CHI collects data in three ways, in order to evaluate gaps in child helpline data and services: i) The attempted amount of calls (those that did not get answered) ii) Calls that are answered, and ii) Answered calls that are sufficiently documented under a specific reason for contact such as abuse and violence. ⁵ 51 CHI members were unable to submit data during 2012 and 2013. ⁶ The number of child helplines per region should be taken into consideration when reviewing regional data differences. ⁷ These 24 million calls were unanswered calls. Refer to note 4.

1. The % Reasons for contacts

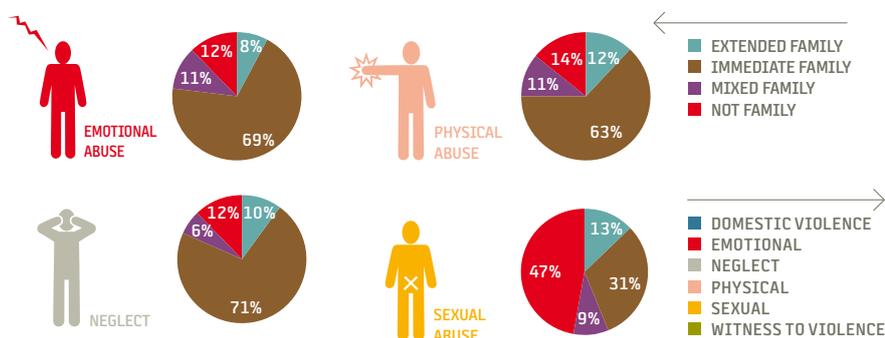


The top reasons for children and young people requesting assistance, counsel, or referral concerned abuse and violence (29%), psycho-social mental health (14%), peer relationships (12%), family relationships (11%), sexuality and sexual awareness (9%) and physical health (7%). Other trends are also emerging, particularly those related to education, poverty, and cultural practices embraced by different communities.

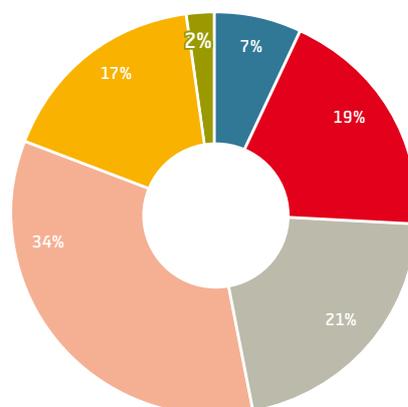
The extensive global data collected by CHI over this two year period provides an insight into the challenges that children and young people face on a daily basis and should be viewed as a red flag, signalling the different challenges for children and young people around the world.

Exposure to Abuse and Violence

2. Perpetrators Who Committed Different Forms of Abuse and Violence



The % of Different Forms of Abuse and Violence



Perpetrators are not identified in witness to violence and domestic violence.

Every year, between 500 million to 1.4 billion children worldwide endure some form of violence, which is equivalent to 22% of children worldwide being exposed to abuse and violence⁸. Child helpline data from 2012 and 2013 indicates that this percentage may be even higher than previously thought. CHI data shows that of all the contacts documented by child helplines during this period almost 1 in 3 (29%) reported exposure to abuse and mistreatment.

Almost 2 million children and young people reported **abuse and violence** cases during 2012 and 2013 to child helplines. These cases concerned physical abuse (34%), neglect (21%), emotional abuse (19%), sexual violence (17%), domestic violence (7%) and witness to violence (2%)⁹. The majority of the abuse and violence cases were reported by girls (59%).

Additionally, more and more children are victims of bullying. Over 222,000 children and young people reported that they suffered from bullying. Also, with an increasing number of children and young people connected to the internet, an additional 13,376 contacts were specifically related to complaints about online harassment or cyber-bullying.

CHI data demonstrates that abuse and violence cases take place mostly at home and in schools. In the majority of these cases (61%) the perpetrator is usually identified as an immediate family member such as a father, mother or sibling. A significant number (6% of sexual abuse cases) of children also confessed that teachers committed sexual abuse, which again was mostly reported by girls (57%).

Lisa's Story:

Lisa (14) was distressed when she called child helpline. She was raped and she hasn't told anyone yet. The counsellor encouraged her to talk about her feelings, anger, fear and shame. Lisa didn't feel able to report the rape to the authorities, but they worked on a strategy for her to get necessary medical attention, to feel better and to start healing. At the end of conversation, girl thanked the counsellor for listening and for helping her to get over the feeling of shame.

KEY MESSAGE

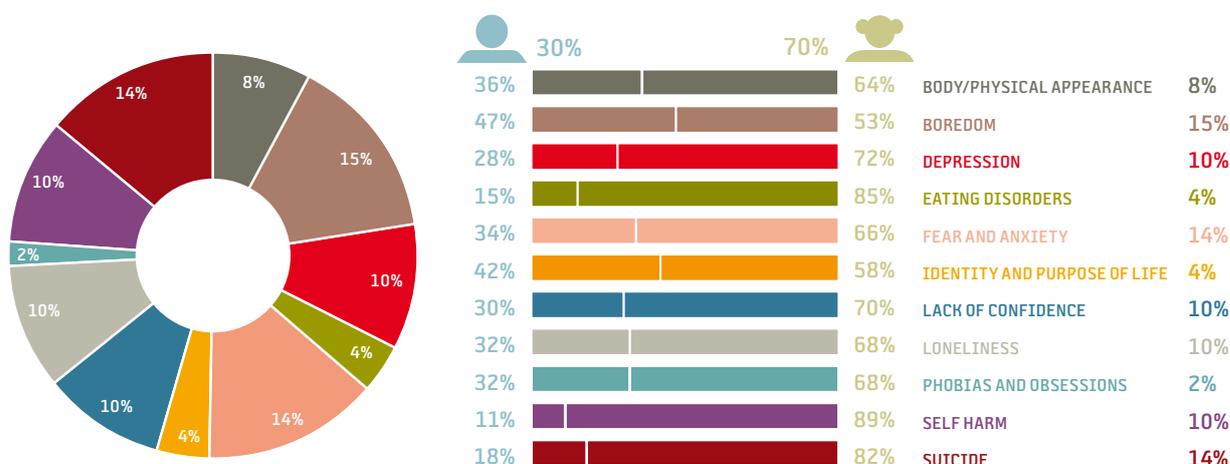
Child helplines are child-sensitive counselling, complaint, and reporting mechanisms that enhance the protection of children, especially those who are vulnerable to abuse, violence and neglect.

States are obligated to protect all children from all forms of violence¹⁰. Governments must take steps to mainstream and integrate child helpline services into their national child protection strategy to prevent and address violence against children. Governments should further ensure that referral mechanisms (medical, judiciary, law enforcement, social services) that are integrated with *child helpline services are strengthened and supported*, so that children and young people who are exposed to different forms of abuse and violence receive efficient and effective protection and care.

⁸ Towards a World Free from Violence: Global Survey on Violence Against Children, SRSG on Violence Against Children & p65 of UNICEF. 2014. The state of the world's children 2014 in numbers. Every child counts. Revealing disparities, advancing children's rights. Available at: http://www.unicef.org/sowc2014/numbers/documents/english/SOWC2014_In%20Numbers_28%20Jan.pdf.⁹ When statistically evaluating global CHI data outliers (data from Guinea) was identified and removed from CHI's abuse and violence analysis due to total calculations being disproportionately affected. If data from Guinea on Abuse and Violence was included in the evaluation, the emotional abuse would represent 68% of all contacts on abuse and violence. This outlier was only removed in calculating different forms of abuse and violence.¹⁰ United Nations. 1889. Convention on the Rights of the Child. Available at: <http://www.ohchr.org/en/professionalinterest/pages/crc.aspx>.

Children's Psycho-social Well-being

3. The % of Contacts on Psycho-social and Mental Health Issues by Gender



Sarah's Story:

Sarah (15 years), the oldest of three sisters called to report the physical and sexual abuse perpetrated by their father and step mother. She described they were being stripped naked and beaten with a belt buckle.

As punishment, the father and step mother would cut hot pepper and place it on their genitals to cause severe burning. The matter was reported to the police and the children, through the courts, were placed in the safe custody of an aunt. The case against the parents is on-going. Through social workers, the girls were referred to a trauma specialist for psychological assessment and counselling. All sisters thanked the counsellor for the interventions that removed them from an abusive environment.

Child helplines around the world often respond to children and young people's questions on matters related to mental health issues, self-harm, and disturbed views of self-worth. Severe trauma in early childhood affects all domains of cognitive, social, emotional and physical development. In many instances, children who have experienced a psychological crisis feel that they have lost control of their lives. It is important to help them feel connected and informed, and this is what child helpline counsellors strive to do.

During 2012 and 2013 child helplines counselled 1.3 million children and young people on these types of problems; of which 15% related to boredom, fear and anxiety (14%), suicide (14%), self-harm (10%), loneliness (10%), lack of confidence (10%), depression (10%), physical appearance and body image (8%) and eating disorders (4%). The majority of contacts on psycho-social matters were made by girls (70%).

Notably, child helpline data reflects that children in developed countries are experiencing more psycho-social mental health problems than those in less developed countries. The majority of contacts (87%) on psycho-social problems were made in countries with high and very high Human Development Index (HDI¹¹) levels. Girls (72%) were generally more vocal about their psychological problems compared to boys (28%).

KEY MESSAGE

Child helplines promote psycho-social care amongst children and young people.

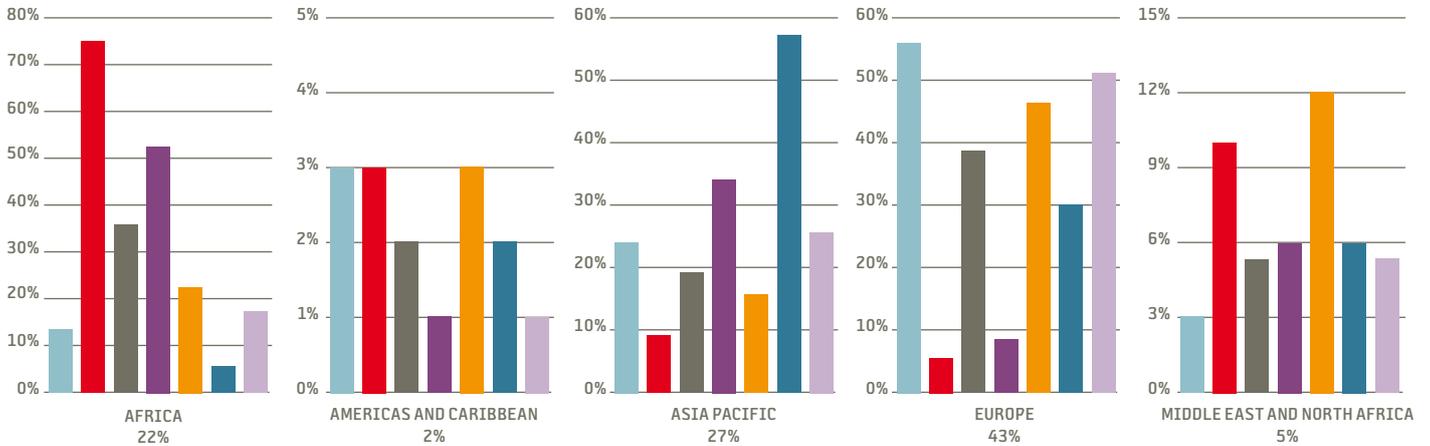
Governments should allocate sufficient resources to continue counsellor training, so that they can further equip children with valuable information that encourages healthy psychological well-being.

¹¹ The Human Development Index (HDI) is a summary measure of average achievement in key dimensions of human development: a long and healthy life, being knowledgeable and have a decent standard of living. The HDI is the geometric mean of normalised indices for each of the three above mentioned dimensions.

Education and School Life

4. The % of Contacts on School Related Problems Divided Per Region

ACADEMIC PROBLEMS
ACCESS TO EDUCATION
HOMEWORK
OTHER ADULT RELATED PROBLEMS
PERFORMANCE ANXIETY
SCHOOL DROP-OUTS
TEACHER PROBLEMS



Education is a catalyst of social, economic and political progress, and should be a global priority. During 2012 and 2013 over 13,000 children and young people expressed problems in *accessing education to child helplines*. According to UNESCO data, lack of primary school completion ranks high in sub-Saharan Africa, and wide disparities between regions, and within countries, remains to be addressed in the global education agenda¹². CHI child helpline data confirms this.

Regionally, 74% of the contacts related to access to education were made in Africa, followed by MENA (10%) and Asia Pacific (9%). Sub-regionally, over 60% of the above contacts were made in Southern Africa, followed by Western Africa (13%), the Arabian Peninsula (10%) and South Asia (9%). More girls (52%) experience this problem globally.

Those children who are in school experience day to day encounters that prevent them from enjoying daily school life. Over 330,000 children and young people around the world sought guidance from child helpline professionals on **school related problems** such as academic problems (42%), teacher problems (17%) and performance anxiety (12%). Notably, academic challenges encourage adolescents to contemplate **dropping out** of education entirely (28,915 contacts). The majority of young people who voiced these concerns of leaving school were made in Asia Pacific (58%) followed by Europe (30%), MENA (6%), Africa (4%) and Americas and Caribbean (2%). More boys (55%) sought counsel on this issue than girls.

» We must not deny the promise of quality education to any child. The stakes are too high. When we put education first, we can end wasted potential and look forward to stronger and better societies for all. «
BAN KI-MOON SECRETARY-GENERAL,
UNITED NATIONS

KEY MESSAGE

Education is a great driver of social, economic and political progress. UNESCO agreed upon education goals that aim to meet the learning needs of all children, youth and adults by 2015.

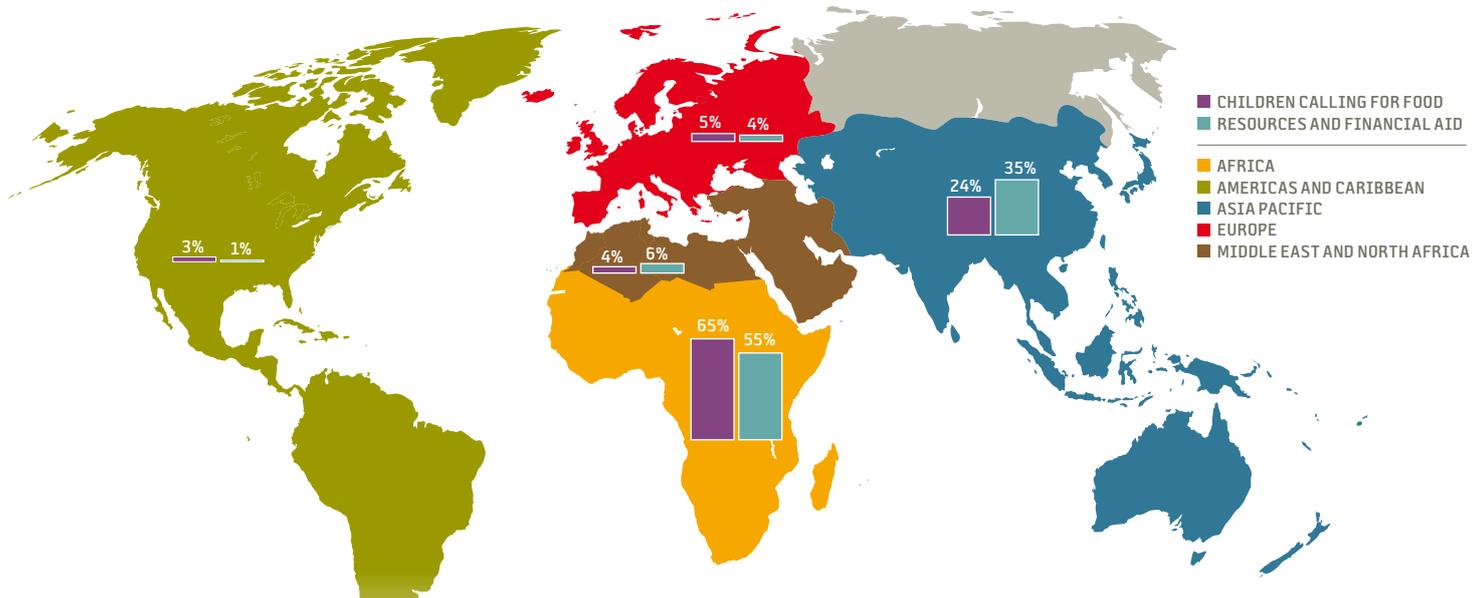
One of these goals is ensuring that all children (particularly girls), children in difficult circumstances, and those belonging to ethnic minorities, have access to, and complete, free and compulsory primary education of a good quality¹³.

Governments should recognise the warning signs illustrated in child helpline data, signifying the situation of children accessing education around the world, and should use this data in future policy planning.

¹² UNESCO/UNICEF. 2013. Making education a priority in the post-2015 development agenda. Available at: http://en.unesco.org/post2015/sites/post2015/files/Making_Education_a_Priority_in_the_Post-2015_Development_Agenda.pdf. ¹³ UNESCO. 2000. The Dakar Framework for Action. Education for All: Meeting our Collective Commitments. Available at: <http://unesdoc.unesco.org/images/0012/001211/121147e.pdf>.

Child Poverty

5. % Of Contacts on Calling for Food, Resources and Financial Aid



Tina's Story:

Tina, a neighbour, called a child helpline to report a case about two 10 year old orphaned twins, who were in a danger of sexual exploitation, and who needed psychological and emotional support, food and finance. It was reported that the twins were not attending school and that their neighbours were feeding them. The neighbour enquired if the child helpline could assist the children in finding the right care and support. The counsellor reported the case to the police and Social Affairs for sexual exploitation. The twins were subsequently rescued and cared for.

According to the World Bank, over 400 million children live in extreme poverty, and children are more likely to be poor than adults. While one of the Millennium Development Goals (MDGs) is the eradication of extreme poverty and hunger, data from child helplines shows that these issues remain significantly prevalent.

Children and young people living in the poorest households reach out to child helplines in times of despair, and when they are lacking basic necessities such as food or social welfare. During 2012 and 2013, almost 73,000 children and young people contacted child helplines **calling for food, resources or financial aid**. Regionally, the majority of contacts were made in Africa (56%), followed by Asia Pacific (34%), MENA (6%), Europe (4%), and Americas and Caribbean (1%). However, the highest percentages of contacts were received by child helplines in India, Kenya, Nepal, Uganda and Zambia. Evidently gender disparities exist, as more girls (57%) than boys contacted child helplines on this issue.

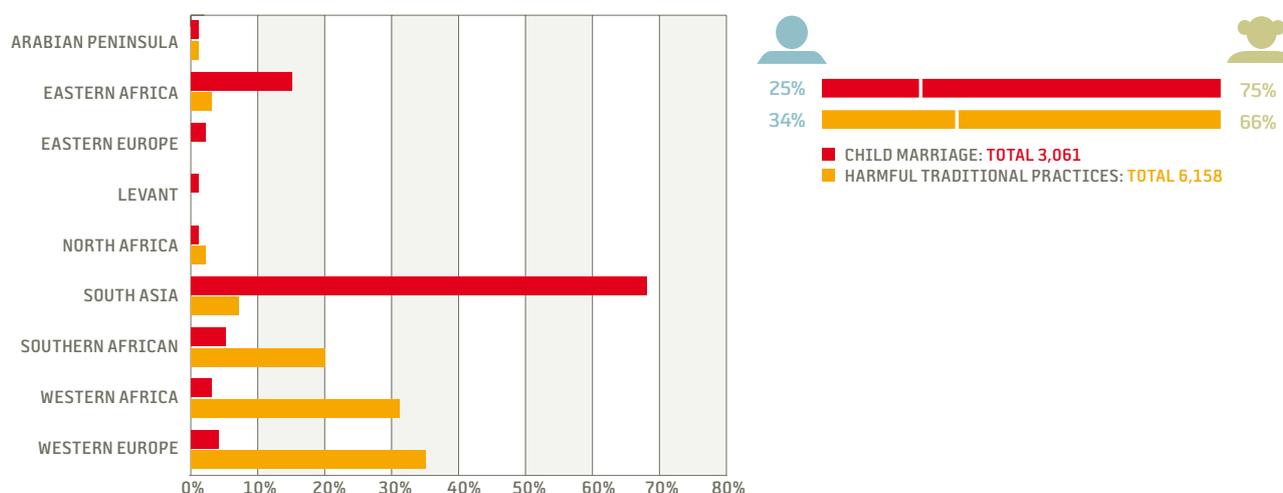
According to HDI* levels, the majority of these contacts were received in low HDI (62%), medium HDI (30%), and high HDI countries (3%) with very high HDI countries accounting for 5% of contacts.

KEY MESSAGE

One of the key MDG's is to eradicate extreme poverty and hunger by 2015. However, child helpline data shows that governments around the world are far from reaching this goal. In many cases, and particularly in more less developed countries where social welfare systems are weak, child helplines are safety nets. They make sure that children and young people who contact them because of hunger or poverty are fed, clothed, and live in safe and caring environments. Governments should recognise the work that child helplines around the world do, and support efforts to expand and resource child helpline services in their respective states, so that more children can be protected and cared for.

Cultural Practices Affecting Children

6. The Total Number of Contacts on Child Marriage and Harmful Traditional Practices



Harmful cultural and traditional practices are based on norms, culture, religion and superstitions of certain communities. They are often actively condoned by parents, and can result in extreme physical violence, injury and, in some cases, the death of a child or young person. These traditional practices include child marriage, female genital mutilation, binding, scarring, branding, burning, or tooth extraction which can lead to a lifetime of disadvantage and deprivation.

During 2012 and 2013, child helplines around the world received over 3,000 contacts from children and young people on issues related to harmful traditional practices. The majority of these cases were reported by girls (66%). Regionally, most of these contacts were made in Africa (54%), followed by Europe (35%), Asia Pacific (7%), MENA (3%) and less than 1% Americas and Caribbean.

According to UNICEF data, some 700 million women alive today were married before they were 18¹⁵; with child marriage being most common in South Asia and Sub-Saharan Africa¹⁶. Child helpline data supports these findings. A total of 6,158 children and young people asked child helplines for assistance because they were being forced into early marriages. The majority of the contacts were made in Asia Pacific (68%), Africa (23%), Europe (7%) and MENA (3%). Sub regionally, the majority of contacts on child marriage were made in South Asia (68%) and Eastern Africa (15%). Gender disparities continue to be prevalent as girls (75%) reported more instances of child marriage than boys.

» *This practice violates girls' and women's basic human rights, denying them of their physical and mental integrity, their right to freedom from violence and discrimination, and in the most extreme case, of their life.* «

MARTA SANTOS PAIS, SPECIAL REPRESENTATIVE OF THE SECRETARY GENERAL ON VIOLENCE AGAINST CHILDREN (SRSG)

KEY MESSAGE

Child marriage is a violation of child rights, and makes children and young people more vulnerable to different forms of abuse and violence, dropping out of school, or experiencing health problems.

When child helplines are contacted on this issue, they step in and directly intervene, providing support, care, and counsel to the child and their family.

CHI calls on governments to recognise the efforts being made by child helplines in their respective regions to address the concerns and situations of children and young people who are forced into marriage. This can be achieved by providing the necessary support and resources to respond to the challenges posed by forced marriage.

¹⁵ Stampler, L. 2014. 700 Million Women Were Child Brides, UNICEF Says. New data reveals shocking rates of child marriage and female genital mutilation. Available at: <http://time.com/3018044/unicef-child-brides-genital-mutilation-unicef/>. ¹⁶ UNICEF. 2014. Child protection from violence, exploitation and abuse. Child Marriage. Available at: http://www.unicef.org/protection/57929_58008.html.

Nari's Story:

'I don't want to marry now, I want to play and go to school'. These are the distressed words of Nari (14) who was going to be wed by her parents. Due to her family's economic situation – the death of her father and her mother's chronic disease – Nari's mother thought it would be in the best interests of her child to get married. The child helpline was contacted by the victim's school friend, who anxiously informed the counsellor of what was about to happen to Nari.

Child helpline staff reached out to the family to discuss the imminent marriage, but the girl's mother remained eager to marry off her daughter. The counsellors explained that an early marriage would cause her daughter physical and mental challenges. Physically, early child bearing carries the risk of fistula development, amongst others health problems. Marrying off a young girl without the skills to manage such a quick transition into adulthood may also cause mental problems. Additionally, the child helpline explained that national laws on early marriage prohibited the union. After the conversation with the child helpline, the mother agreed to wait until her daughter was ready.

KEY MESSAGE FOR POLICY MAKERS

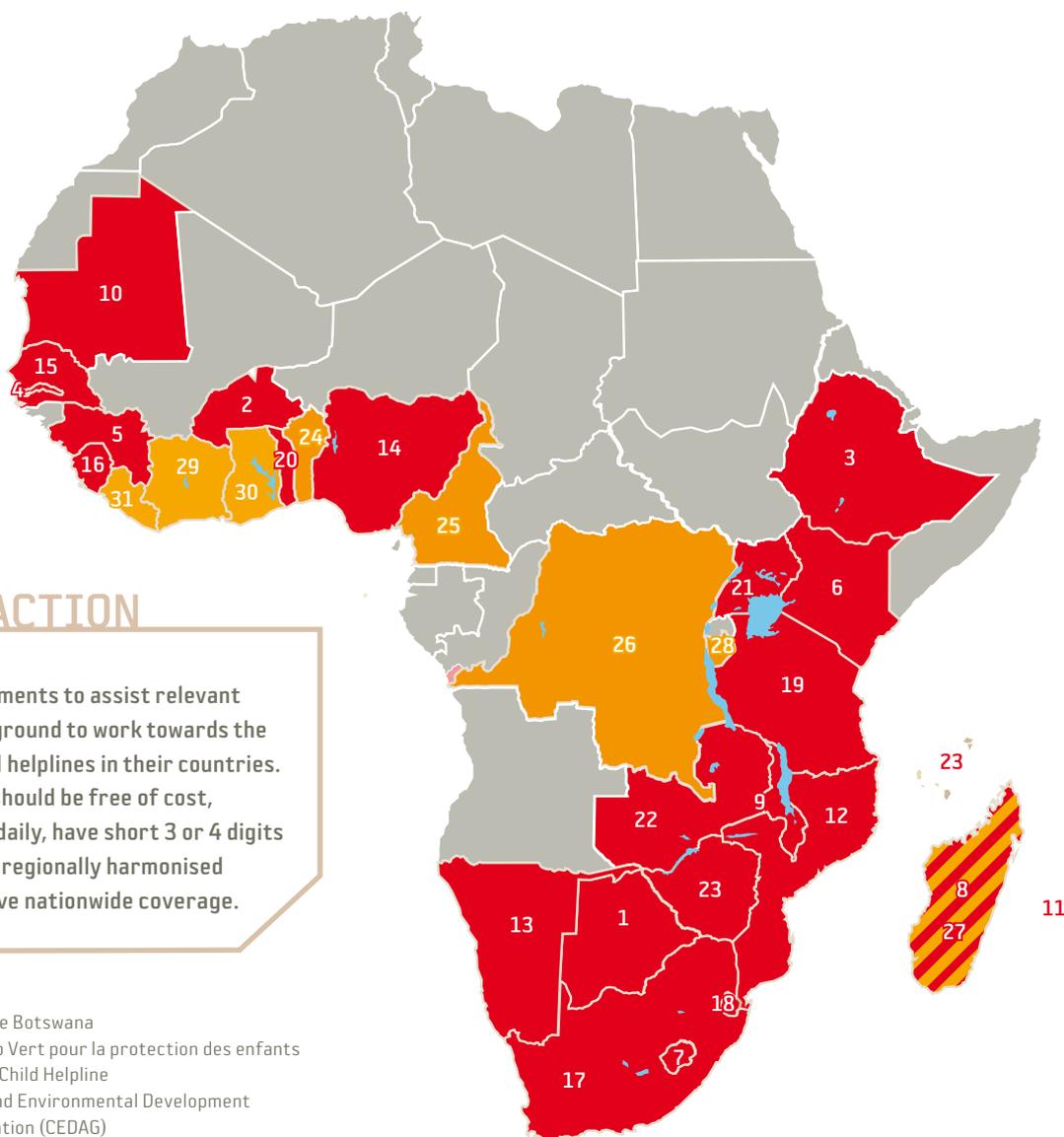
Childhood and adolescence are the most formative and vulnerable phase of life. It is our duty as care givers, duty bearers, and states to protect children at this vulnerable time from harmful influences, and to prevent children's exposure to such practices. Child helplines are a fundamental child protection mechanism, essential to prevention, detection, and empowerment against abuse, violence, neglect and exploitation of children and young people.

Therefore, and further to the UN study recommendation 8 to 'create child-friendly reporting systems we recommend that governments adhere to the following:

- 1. Governments should acknowledge child helplines as fundamental child protection mechanisms essential to the prevention, detection and empowerment against abuse, violence, neglect and exploitation of children and young people.**
- 2. Governments should ensure that child helplines in their countries:**
 - have a free of cost telephone number that is free for both the child and the child helpline;
 - have a short three or four digit telephone number or a regionally harmonised number;
 - have national coverage so that it is accessible to children all over the country;
 - are operational 24 hours per day, 7 days per week.
- 3. Governments should recognise child helplines as a viable source of unique data, directly from children, on the issues that affect them the most. This data should be used to strengthen child protection systems.**
- 4. Governments should provide financial support to child helplines to ensure sustainability, and allow helplines to continue providing essential assistance to children and young people when they need it most.**

CHAPTER 2 | Africa

In the African region, CHI has members in the following countries. In all other countries, CHI could not identify existing child helplines.



CALL FOR ACTION

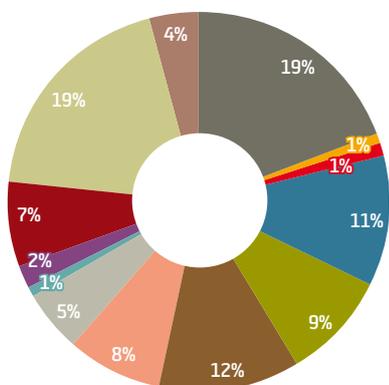
CHI calls upon governments to assist relevant organisations on the ground to work towards the establishment of child helplines in their countries. These child helplines should be free of cost, operational 24 hours daily, have short 3 or 4 digits telephone number/ or regionally harmonised number and should have nationwide coverage.

- | | | |
|----|-----------------|---|
| 1 | Botswana* | Childline Botswana |
| 2 | Burkina Faso* | Numero Vert pour la protection des enfants |
| 3 | Ethiopia* | Adama Child Helpline |
| 4 | Gambia* | Child and Environmental Development Association (CEDAG) |
| 5 | Guinee Conakry* | 116 AGUIAS |
| 6 | Kenya* | Childline Kenya |
| 7 | Lesotho* | Childline Lesotho |
| 8 | Madagascar* | Allo Fanantenana |
| 9 | Malawi* | Tithandizane Child Helpline/YONECO Malawi |
| 10 | Muritania* | LATEF |
| 11 | Mauritius* | Helpline Mauritius |
| 12 | Mozambique* | Lihna Fala Crianca |
| 13 | Namibia* | LifeLine/ChildLine Namibia |
| 14 | Nigeria* | Human Development Intiatives - HDI |
| 15 | Senegal* | Centre GINDDI |
| 16 | Sierra Leone | Don Bosco Fambul |
| 17 | South Africa* | Childline South Africa |
| 18 | Swaziland | Ministry of Education Toll-Free Line |
| 19 | Tanzania* | National Child helpline Tanzania |
| 20 | Togo | Allo111 |
| 21 | Uganda* | Uganda Child Rights NGO Network - UCRNN |
| 22 | Zambia* | Lifeline/Childline Zambia |
| 23 | Zimbabwe* | Childline Zimbabwe |

- | | | |
|----|---------------|--|
| 24 | Benin | Ushahidi |
| 25 | Cameroon | DCI Cameroon |
| 26 | DR Congo | War Child UK and War child Holland |
| 27 | Madagascar | Ligne Vert 147 |
| 28 | Burundi | Ministère de la Solidarité |
| 29 | Cote d'Ivoire | Direction de la Protection de L'Enfant (Ministere de la Famille, de la Femme et de L'Enfant) |
| 30 | Ghana | African Movement for the Prevention of Child Abuse and Neglect |
| 31 | Liberia | Ministry of Gender and Development |

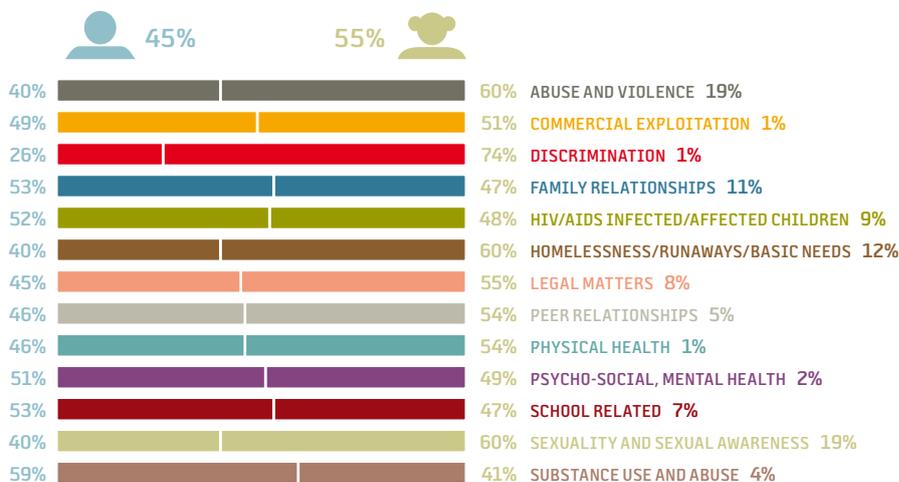
- Full Members
- Associate Members
- Full- & Associate Members
- No Members

7. The % Reasons for Contacts



Total contacts when exact reasons are known:

321,716



In Africa, almost 5 million children and young people contacted 20 child helplines in the region during 2012 and 2013. The majority of the contacts were recorded at child helplines in Southern Africa (78%), followed by Eastern Africa (20%), Western Africa (2%) and Central Africa, receiving less than 1%¹⁷.

Thandi's Story:

"My father forced me to have sex. In the morning I told my mother but she ignored me and did not do anything. It happened three times. Last night my father tried to have sex with me again. I shouted but there was no help from anyone including my mother who was also in that house. I don't want to stay in the house again, what do I do, help me".

The reason for small percentages of children and young people contacting child helplines in Central Africa is due to the lack of services existing in that particular region. Regrettably, data also shows that child helplines across Africa could not answer 6,4126,022 calls due to resource limitations in addition to poor infrastructure, especially electricity or power cuts in the evenings, when children are out of school and need child helpline services the most¹⁸. In Africa, the typical reasons that children and young people contacted helplines when they required assistance or intervention in the region were abuse and violence (19%), questions on sexuality (19%), homelessness and basic needs (12%), challenges in family relationships (11%), HIV and Aids (9%), and support on legal matters (8%)¹⁹. Child helpline data from this region gives us a glimpse into the numerous challenges children face on a daily basis. Data also shows that each sub region has its own set of difficulties, while overall trends in the prevalence of abuse and violence, social inequality, the exploitation of children and young people, and HIV/AIDS continue to dominate.

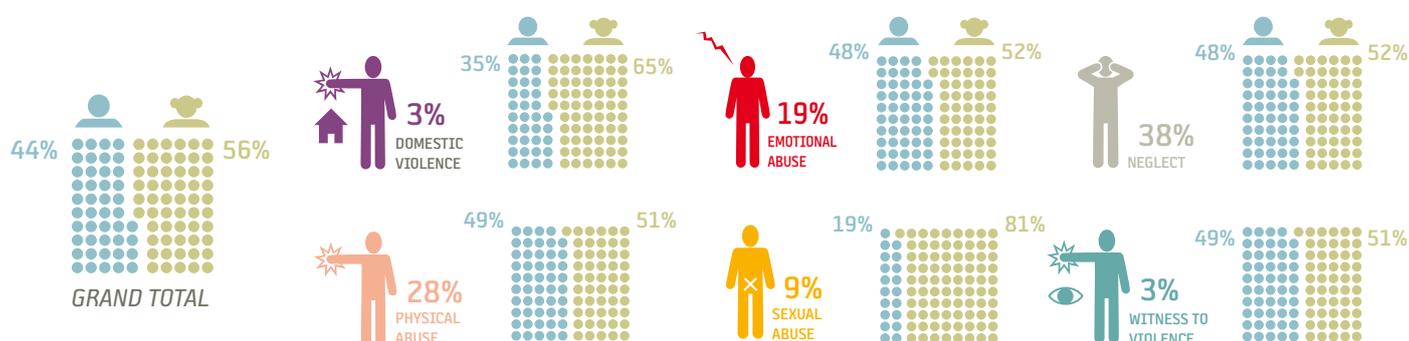
¹⁷ CHI child helpline data is grouped into the following sub-regions:

Central Africa- Uganda; Eastern Africa, Ethiopia, Kenya, Madagascar, Mauritius and Tanzania; Southern Africa- Botswana, Lesotho, Malawi, Mozambique, Namibia, South Africa, Zambia and Zimbabwe; Western Africa - Burkina Faso, Gambia, Guinea, Mauritania, Nigeria and Senegal.

¹⁸ These contacts were calls were 'answered' where the helpline provides the child with assistance or active listening as well as silent and test calls. CHI collects data in three ways, in order to evaluate gaps in child helpline data and services: i) The attempted amount of calls (those that did not get answered) ii) Calls that are answered, and ii) Answered calls that are sufficiently documented under a specific reason for contact such as abuse and violence. ¹⁹ When statistically evaluating CHI data from child helplines in the African region, two outliers (data from Guinea, and South Africa) were identified when total reasons for contact were being calculated. These two outliers were therefore removed in the total calculation of reasons for contact as they disproportionately affected the conclusion. If they were included, abuse and violence in Africa would total to 61%. These outliers were only removed in calculating all reasons for contact in the region, and not in topics discussed throughout this section.

Exposure to Abuse and Violence

8. The % Different Forms on Abuse and Violence



The experience of violence can have a long lasting impact on children's survival and future opportunities. This has been acknowledged by the African Union in its African Charter on the Rights and Welfare of the Child. Article 16 urges signatories to provide protection to children from all forms of torture, inhuman or degrading treatment, physical or mental injury (violence), abuse, neglect and maltreatment, including sexual abuse²⁰. Child helplines in the region also reported that the growing trend of divorce and separation amongst parents has increased, leaving children more vulnerable and at risk of abuse and violence.

Compassion's Story:

Compassion (13) called for help through her school teacher. She had been severely beaten by her caregivers - relatives of her mother. They denied Compassion's accusations and claimed she was bruised because she was clumsy. Compassion had severe head injuries and was in need of medical care. The child helpline traced the girl's location, assisted her with the right medical care, and counselled the caregivers on parenting skills.

The mistreatment of children and young people remains a challenge in Africa. However, child helplines have contributed immeasurably to the intervention, rescue, and rehabilitation of children who have suffered abuse and violence. In Africa over 1.2 million cases of abuse and violence were reported to child helplines in 2012 and 2013. More girls (55%) reported that they experienced abusive mistreatment compared to boys (45%). Excluding bullying, children most often sought help on neglect (38%), physical abuse (28%), emotional abuse (19%), sexual abuse (9%), witness to violence (3%) and domestic violence (3%)²¹. Tragically, most of the reported abuse is inflicted by care givers, parents, teachers, and other persons entrusted with children's safety and well-being.

Additionally, more and more children are victims of bullying. Over 33,000 children and young people reported that they suffered from bullying. Also, with an increasing number of children and young people connected to the internet, an additional 844 contacts were specifically related to complaints about online harassment or cyber-bullying.

KEY MESSAGE

Child helplines are a direct avenue for children to report incidents of violence and abuse

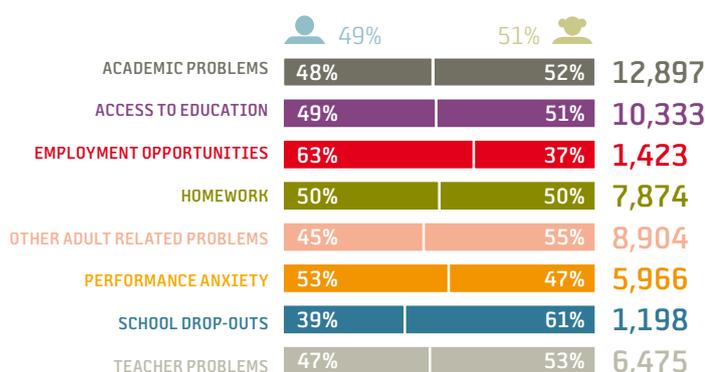
States that have ratified the Charter on the Rights and Welfare of the Child are obligated to protect all children from all forms of violence. They should also acknowledge child helplines as a social safety net that is child-sensitive, and provides intervention, counselling, and complaint and reporting mechanisms that enhance the protection of children, especially those vulnerable to abuse, violence and neglect.

Governments in Africa must take steps to mainstream and integrate child helplines services into their national child-protection strategy to prevent and address violence against children. Governments in Africa should also ensure that referral mechanisms (medical, judiciary, law enforcement, social services) that are integrated with child helpline services are strengthened and supported, so that children and young people who are exposed to different forms of abuse and violence receive effective protection and care.

²⁰ African Union. 1999. African Charter on the Rights and Welfare of the Child. Available at: http://www.au.int/en/sites/default/files/Charter_En_African_Charter_on_the_Rights_and_Welfare_of_the_Child_AddisAbaba_July1990.pdf. ²¹ When statistically evaluating regional CHI data outliers (data from Guinea) was identified and removed from CHI's abuse and violence analysis due to total calculations being disproportionately affected. If data from Guinea on Abuse and Violence was included in the evaluation, the emotional abuse would represent over 80% of all contacts on abuse and violence. This outlier was only removed in calculating different forms of abuse and violence in Africa.

Right to Education

9. The Total Contacts on School Related Issues and Total Contacts on Access to Education and Employment Disaggregated by Gender



Africa has the highest rate of children who are not attending school. According to a UNESCO report, roughly 58 million children (between 6 and 11 years) are out of school. Over 30 million (52%) of those children and young people are in Africa²². Most of these children will never start school, and those who do attend are at risk of dropping out due to abusive teachers and unsafe learning environments, school fees, early child or forced marriage, poor teaching, and lack of learning materials.

Girls Speak Up to Child Helplines:

Children and young people in Africa face barriers when trying to go to school. In rural areas, long walking distances between homes and school contributes to school children dropping out. Specifically, many girls in the region reported to child helplines that they are fearful of being raped or kidnapped when walking to and from school.

On 16 June 2014, The African Union (AU) celebrated the 'African Day of the Child' and adopted the theme of the compulsory right to education for all African children. The promotion of regular school attendance and the reduction of the rate of drop-outs is part of ensuring the AU's Second Decade of Education for Africa (2006-2015) strategy which states that one of its key outcomes includes raised educational achievement specifically access, quality, efficiency and relevance²³. Child helpline data demonstrates that even though positive steps have been taken to increase education for all in Africa, children and young people still face significant obstacles that prevent them from obtaining the quality education that they rightly deserve. Over 60,000 students contacted child helplines in 2012 and 2103 due to school-related problems. Almost 1 in 3 contacts concerned academic problems (30%), adult related problems (21%), issues with homework (18%), problems with teachers (15%), performance anxiety (14%), and contemplating dropping out of school (2%). Further, data indicates that children and young people also have difficulties accessing education. Over 10,000 young people experienced barriers that impeded their right to education. There were no significant gender differences (51% girls and 49% boys), however, data on young people seeking employment opportunities (1,423 contacts) show that more boys (63%) enquired about jobs and work opportunities compared to girls (37%). Notably, 1,540 children and young people experienced discrimination when pursuing employment, most of which again were boys (61%) compared to girls (39%).

KEY MESSAGE

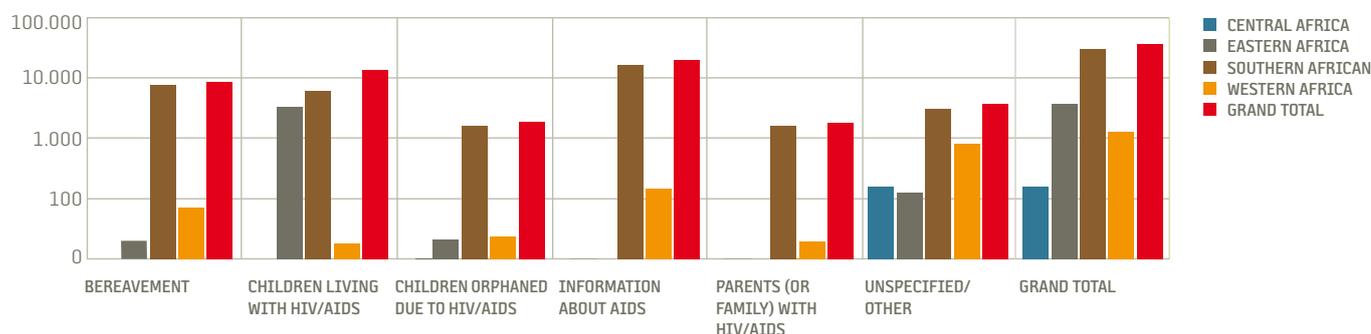
Children attending school is not an obligation but a right

In the African Union's efforts to adopt the theme of 'Compulsory Education for All', it should recognise the efforts child helplines in the region towards children and young people receiving and accessing education. Child helpline data on school-related matters and education serve as a warning sign highlighting the current situation of children in the region. The African Union and governments in the region should ensure that child helplines in their respective states are fully resourced and that their services are openly supported by the state.

²² UNESCO. 2014. No progress in reducing global number of children out of school. Available at: <http://www.uis.unesco.org/Education/Pages/oosc-2014-progress-stalled-on-reaching-up.aspx>. ²³ African Union. Second decade of education for Africa (2006-2015). Plan of Action. Available at: <http://www.unesco.org/new/fileadmin/MULTIMEDIA/FIELD/Dakar/pdf/AU%20SECOND%20DECADE%20ON%20EDUCTAION%202006-2015.pdf>.

Children Affected by HIV/AIDS

10. Total Number of Contact on HIV/AIDS



In 2012, approximately 35.3 million people were estimated to be living with HIV²⁴. Notably, 3.3 million of those affected are children, most of whom live in sub-Saharan Africa²⁵. Children and young people that have lost their parents due to the virus have experienced worsening poverty, neglect, abandonment, and rejection from their villages or communities. It has also been reported from child helplines that the majority of cases that they received are related to HIV/AIDS, whether it is abuse and violence, psycho-social mental health, homelessness or commercial exploitation²⁶. Notably, many children who are exposed to the death of a parent or family member due to AIDS are encircled by a culture that denies them their right to talk about their feelings, signifying a pressing need for more psycho-social support on these issues.

Over 57,000 contacts were received by child helplines in Africa on issues related to HIV/AIDS. The majority of these contacts (87%) were made in Southern Africa²⁷. Data shows that there is no gender disparity as both boys and girls spoke equally about these issues (50% respectively). Other problems and traumas that children experienced related to the disease concerned grief and sorrow on matters of bereavement (9,246 contacts), and another 2,120 children and young people voiced concerns and questions about parents or family members living with HIV/AIDS.

Compared to previous years, children and young people seem to be more vocal about their HIV status. In 2012 and 2013, over 15,000 adolescents informed child helplines that they were HIV positive, or living with AIDS, indicating an 64% increase in contacts on this issue compared to the previous two years. Specifically, more girls (56%) reported their HIV/AIDS status than boys.

AIDS orphans in Africa belong to one of the fastest growing groups of children in need and who are at risk of and vulnerable to maltreatment by their caregivers, family members, relatives and communities. CHI data demonstrates that almost 926 children and young people contacted child helplines because they were orphaned, whilst another 12,400 children and young people were abandoned. Child helplines respond to children and young people seeking assistance on issues related to HIV/AIDS prevention. This is done in a variety of way such as voluntary counselling and testing, psychological support for people living with HIV/AIDS specifically targeting youth, awareness raising campaigns, community mobilisation to eradicate stigma and decimation associated with the disease, and referral to support services or antiretroviral treatment facilities.

Stephen's Story:

Stephen (13) called the child helpline. He was an orphan whose parents died due to HIV/AIDS. He did not know what to do next. The helpline counsellor advised him to visit the child helpline centre. He was counselled by the child helpline counsellors, and then transferred to a childcare facility and the relevant social support institutions, who pledged continued support.

KEY MESSAGE

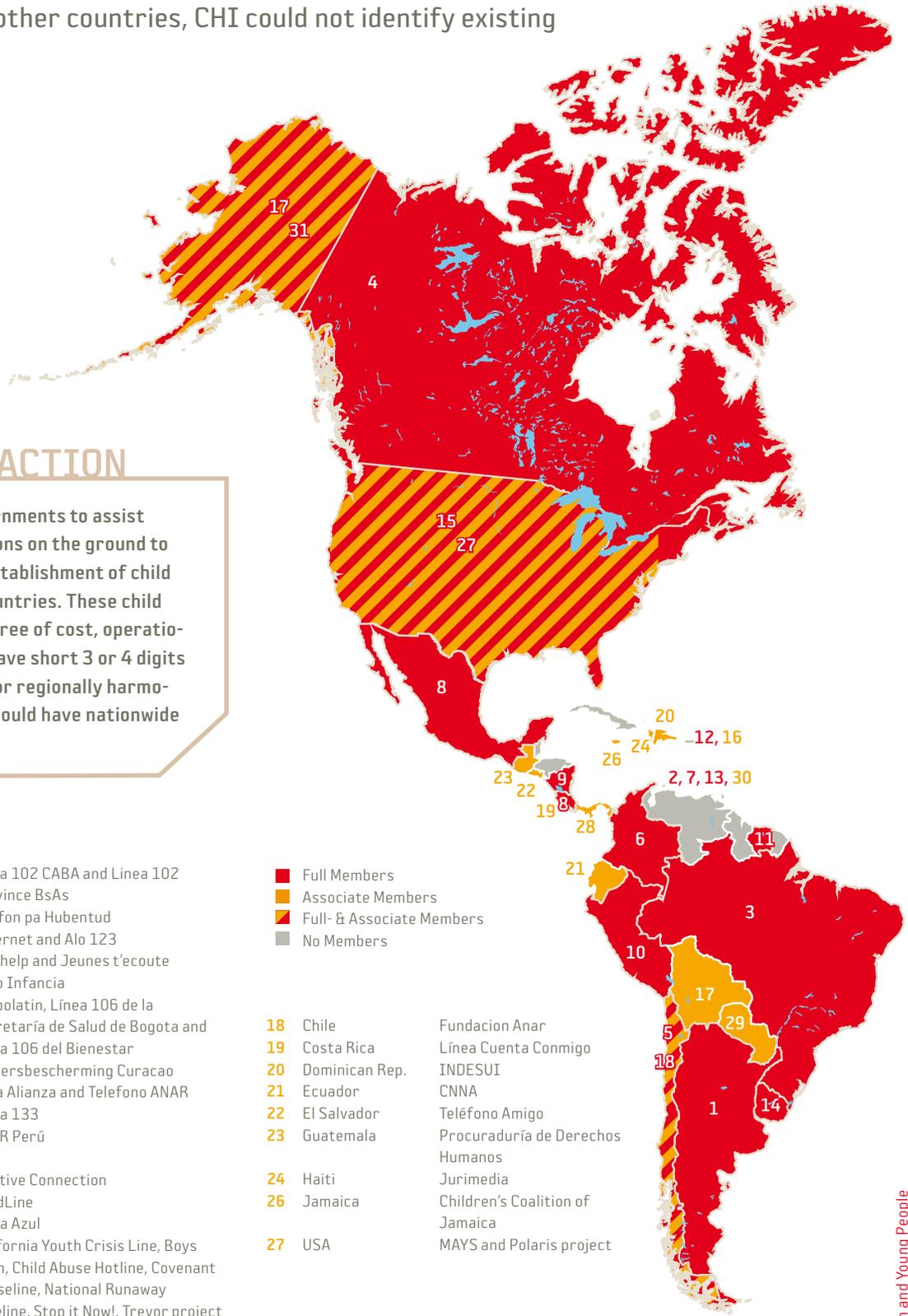
Community support systems such as child helplines in Africa are invaluable and need to be strengthened to allow them to effectively support children and young people, so that they stay informed, healthy, and have access to the HIV services that they require.

» *That is our goal: zero new infections, zero stigma and zero AIDS related deaths.* « **BAN KI-MOON, SECRETARY GENERAL OF THE UNITED NATIONS**

²⁴ UNAIDS. 2013. Global Report. UNAIDS report on the global AIDS epidemic 2013. Available at: http://www.unaids.org/en/media/unaids/contentassets/documents/epidemiology/2013/gr2013/unaids_global_report_2013_en.pdf. ²⁵ AIDS.gov. 2013. Global AIDS Overview. [ONLINE] Available at: <http://aids.gov/federal-resources/around-the-world/global-aids-overview/>. ²⁶ Child Helpline Mozambique (Linha Fala Crianca), 2012 ²⁷ Data submitted by: Botswana, Lesotho, Malawi, Mozambique, Namibia, South Africa, Zambia and Zimbabwe

The Americas and Caribbean

In the Americas and Caribbean region, CHI has members in the following countries. In all other countries, CHI could not identify existing child helplines.



CALL FOR ACTION

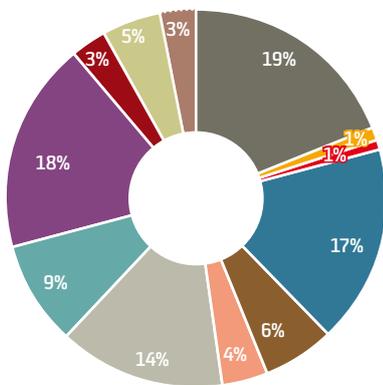
CHI calls upon governments to assist relevant organisations on the ground to work towards the establishment of child helplines in their countries. These child helplines should be free of cost, operational 24 hours daily, have short 3 or 4 digits telephone number/ or regionally harmonised number and should have nationwide coverage.

- 1 Argentina* Línea 102 CABA and Línea 102 Province BsAs
- 2 Aruba* Telefon pa Hubentud
- 3 Brazil* Safernet and Alo 123
- 4 Canada* Kidshelp and Jeunes t'ecoute
- 5 Chile* Fono Infancia
- 6 Colombia* Corpolatin, Línea 106 de la Secretaría de Salud de Bogota and Línea 106 del Bienestar
- 7 Curacao* Kindersbescherming Curacao
- 8 Mexico* Casa Alianza and Telefono ANAR
- 9 Nicaragua* Línea 133
- 10 Peru* ANAR Perú
- 11 Suriname* KJT
- 12 St. Maarten* Positive Connection
- 13 Trinidad, Tobago* ChildLine
- 14 Uruguay* Línea Azul
- 15 USA* California Youth Crisis Line, Boys Town, Child Abuse Hotline, Covenant Houseline, National Runaway Safeline, Stop it Now!, Trevor project and 2nd Floor
- 16 Antigua, Barbuda Friends hotline
- 17 Bolivia Educatic and Línea 156

- 18 Chile Fundacion Anar
- 19 Costa Rica Línea Cuenta Conmigo
- 20 Dominican Rep. INDESUI
- 21 Ecuador CNNA
- 22 El Salvador Teléfono Amigo
- 23 Guatemala Procuraduría de Derechos Humanos
- 24 Haiti Jurimedia
- 26 Jamaica Children's Coalition of Jamaica
- 27 USA MAYS and Polaris project

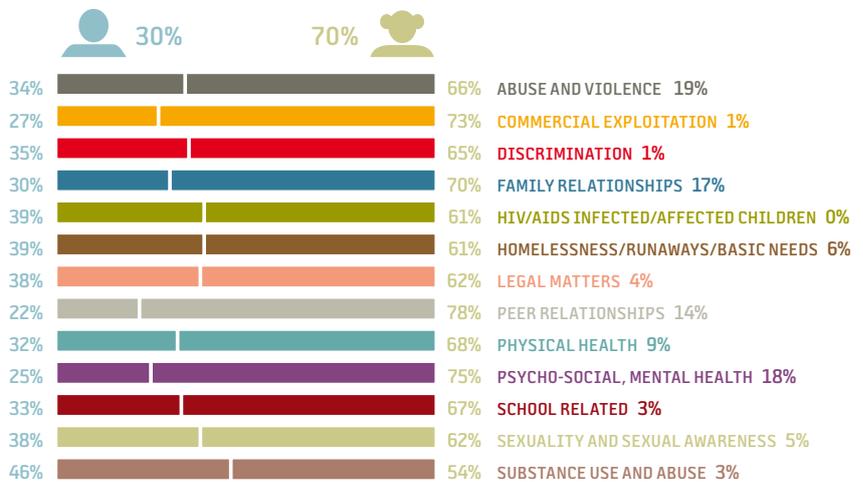
* Countries which submitted data in 2012 and 2013

11. The % Reasons for Contact



Total contacts when exact reasons are known:

629,362



In the Americas and Caribbean, over 1.4 million children and young people contacted 28 child helplines in the region during 2012 and 2013. The vast majority of the contacts were made in North America (71%) with South America accounting for 15% of calls²⁸.

Regrettably, data also shows that child helplines could not answer 1.9million calls due to resource limitations. The most typical reasons that children and young people contacted a helpline to request assistance and intervention in the region concern abuse and violence (19%), seeking support on psycho-social and mental health issues (18%), and asking for assistance related to family matters (17%). In the Caribbean, abuse and violence concerns prevail (32% of all regional contacts), whilst contacts on information about HIV/AIDS and school-related reasons are increasing. In Central America, family-related concerns are among the more prevalent (35%), and in North America children mostly contacted child helplines on psycho-social and mental health related concerns (21%). In South America, both abuse and violence (32%) and physical health (22%), are pressing issues for children and young people to discuss.

» *Cindy wanted the child helpline to know she was safe and she also wanted to thank the counsellor for the support, help and advice.* «

Cindy's Story:

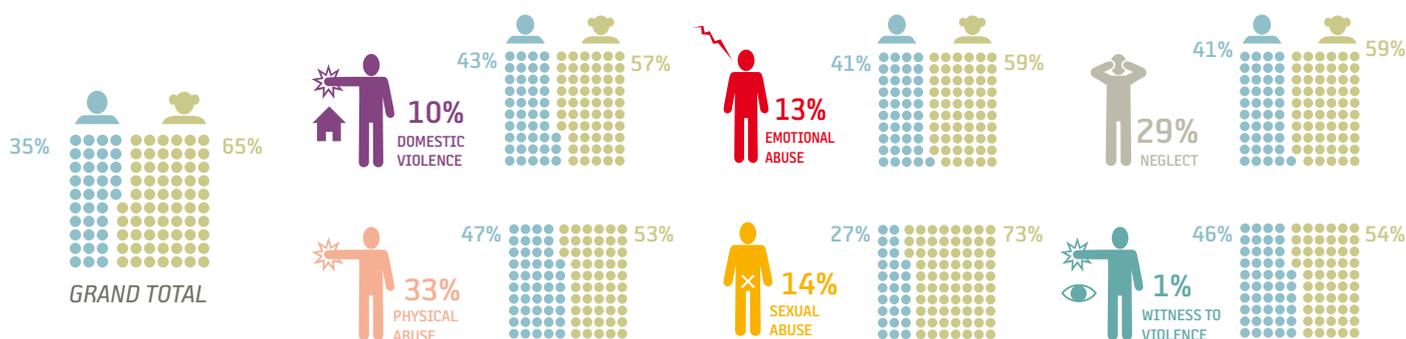
Cindy (12) called the child helpline distressed, tearful and nervous. She told the counsellor that her father had been abusing her physically for quite some time. She stated that he also hit her mom a lot. When this young girl called, her father had just hit her, leaving slap marks on her face and bumps on her head. He then both her parents left home and this is when she decided to contact the child helpline. The counsellor spent time consoling the child, and then talked her through the different options she had for help. After talking with the counsellor for some time, the young girl reported that she knew her options and was comfortable ending the call and accessing help.

Cindy called back later that day and informed a counsellor that she had called the police and they arrested her father when he came home. Cindy wanted the child helpline to know she was safe and she also wanted to thank the counsellor for the support, help and advice.

²⁸ CHI child helpline data is grouped into the following sub-regions: Caribbean - Aruba, Costa Rica, Curacao, Saint Martin, Suriname and Trinidad and Tobago; Central America - Mexico and Nicaragua; North America - Canada and United States; South America- Argentina, Bolivia, Brazil, Chile, Colombia, Peru and Uruguay

Exposure to Abuse and Violence

12. The % Different Forms of Abuse and Violence



Violence against children often goes unseen, unheard and unreported, and many children and young people are left with lasting effects that impact their daily lives. This has been acknowledged by the Organisation of American States (OAS)²⁹, which states that responses to violence against children should be gender-sensitive, of a holistic nature, and encompass prevention of violence against children. In addition, the early detection of cases of violence against children, along with the care and rehabilitation for victims is paramount. The protection, action, and measures to ensure children's safety as well as the promotion of violence prevention strategies are key issues addressed by the OAS in its declaration against abuse and violence³⁰.

Linda's Story:

Linda (8) was severely beaten by her father and contacted the helpline. She did not want the helpline to arrest her father; she just wanted the beating to stop and to see her mother more often. "Please do not arrest my dad, just make him nicer", cried Linda to the counsellor. The counsellor sought support for the child's father and stepmother and discussed alternative discipline as well as the need for maternal contact.

The maltreatment of children and young people remains a challenge in the Americas and Caribbean. However, child helplines have contributed immeasurably to the intervention, rescue and rehabilitation of children who have been exposed to abuse and violence. In the Americas and Caribbean, over 94,309 cases of abuse and violence were reported to child helplines in 2012 and 2013. More girls (66%) reported that they experienced abusive mistreatment compared to boys (34%). Excluding bullying, children most often sought help on physical abuse (33%), neglect (29%), sexual abuse (14%), emotional abuse (13%), domestic violence (10%), and witness to violence (1%). Tragically, most of the reported abuse is inflicted by caregivers; parents, teachers, and other persons that are entrusted with a child's safety and well-being.

Additionally, more and more children are victims of bullying. Over 20,000 children and young people reported that they suffered from bullying. Also, with an increasing number of children and young people connected to the internet, an additional 1,213 contacts were specifically related to complaints about online harassment or cyber-bullying.

KEY MESSAGE

Child helplines are a direct avenue for children to report incidents of violence and abuse.

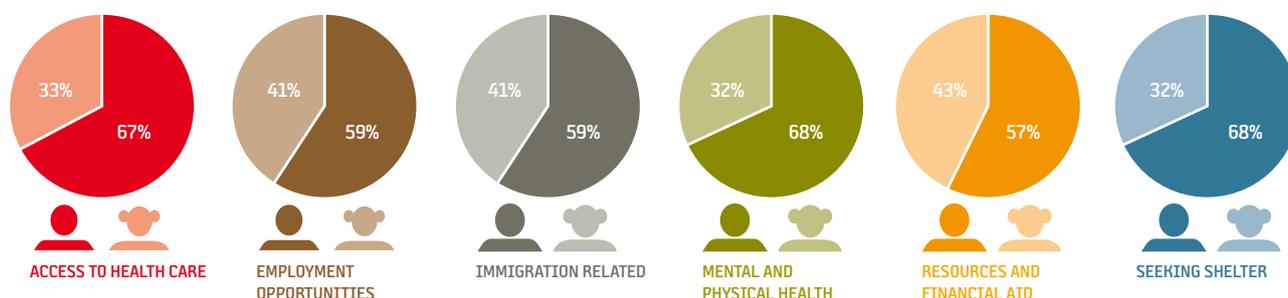
Governments in the Americas and Caribbean must take steps to mainstream and integrate child helpline services into their national child protection strategy to prevent and address violence against children. Governments in the Americas and Caribbean should also ensure that referral mechanisms (medical, judiciary, law enforcement, social services) that are integrated with child helpline services are strengthened and supported, so that children and young people who are exposed to different forms of abuse and violence receive efficient and effective protection and care.

²⁹ Members of the OAS include: Antigua and Barbuda, Argentina, Barbados, Belize, Bolivia, Brazil, Canada, Chile, Colombia, Costa Rica, Cuba, Dominica (Commonwealth of), Dominican Republic, Ecuador, El Salvador, Grenada, Guatemala, Guyana, Haiti, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Suriname, The Bahamas (Commonwealth of), Trinidad and Tobago, United States of America, Uruguay, and Venezuela (Bolivian Republic of).

³⁰ Permanent Council of the Organization of American States. 2014. Draft Declaration on Violence Against and Exploitation of Children. Available at: http://scm.oas.org/doc_public/ENGLISH/HIST_14/CP33168E04.doc.

Persistent Gender Inequalities

13. The % Of Girls Who Contact Child Helplines on Issues Relateds to Inequality



Latin America has the second highest level of gender inequality in the world according to the United Nations³¹. The cycle of discrimination begins during childhood, and many girls in the Americas and Caribbean are faced with discriminatory barriers such as poverty and the lack of access to quality education or health services. These inequalities directly affect children (especially vulnerable girls), and overshadows and prevents them from developing into productive citizens who can fully enjoy their rights.

Girls who live in poverty are at a disadvantage and are more likely to suffer ill health, fall behind at school, and be unemployed as an adult. Data from child helplines shows that more girls (57%) than boys (43%) reached out to a child helpline to seek resources and financial aid in 2012 and 2013. In addition, contacts on homelessness indicates that an increased number of girls (68%) were searching for shelter. Additionally, girls (59%) enquired more about job opportunities and employment than boys (41%).

Over 6,000 contacts were made with child helplines in the Americas and Caribbean on issues related to discrimination. Most of these cases were reported in North America (83%), followed by South America (8%), the Caribbean (6%) and Central America (3%).

Inequality still persists in the region as the majority of contacts related to discrimination were made by girls (63%), especially girls who felt that they were treated unfairly or illegally based on their mental and/or physical illness (68%), immigration related discrimination (59% girls), and problems accessing health care (67% girls).

KEY MESSAGE

Child helplines in the region should be recognised as child protective mechanisms that assist children and young people in accessing the right services that they deserve, and that guard them from societal prejudices and inequalities.

» *Thank you for responding, thank you for listening and helping me find my way.* « JOSEPH (17 YEARS)

Josefa's Story:

Josefa (17) contacted a child helpline because she was looking for shelter. She had been homeless for two years and did not have a job. Josefa was a talented artist and needed a place where she could be safe and where she could pursue her talents. The counsellor discussed here feelings, explored her situation and provided referrals to shelter in her area. Josefa kept in touch and updated the child helpline over a period of time. *Thank you for responding, thank you for listening and helping me find my way. I don't feel alone anymore*, were Josefa's words at the end of one of her many conversations with the counsellor.

³¹ United Nations Woman, Inter-agency Group on Gender Equality and Woman empowerment for Latin America and the Caribbean. 2014. Post 2015 Gender Equality in the Future we Want. Available at: http://americalatinagenera.org/es/documentos/post2015_fichas/Inequality.pdf.

Commercial Exploitation

14. The % of Contacts on Commercial Exploitation



The Trafficking of persons is a violation of human rights and a form of modern-day slavery. While child labour has declined substantially in Latin America and the Caribbean in recent years, according to the International Labour Organisation (ILO), there are still 5,7 million working girls and boys who are under the minimum age for employment, or are engaged in work that must be abolished³².

Cecilia's Story:

Cecilia (30) teaches a 4th grade class. She called a child helpline because she had been told that her teaching assistant was exploiting girls at her school by taking them to a "disco club" and paying them money to dance, drink and "keep company" of the men in the disco venue. Cecilia wanted to know how to proceed with this situation. The counsellor informed her that the girls were being sexually exploited by her assistant and that it was illegal and a felony that needed to be reported immediately to the school authorities and to the police for further investigation. It was also important that the school authorities took the right steps to suspend her colleague until further investigation before a judge. Notably, Cecilia was also advised to educate her students about sexual exploitation through workshops that encourage girls who were exploited to seek therapy and aimed to prevent such situations in the future.

CHI data demonstrates that the commercial exploitation of children is still rampant throughout the region. In 2012 and 2013 children and young people contacted child helplines in the Americas and Caribbean 4,536 times because they were being commercially exploited. These numbers are even more alarming considering that this crime is generally unreported across the region.

Cases of commercial exploitation that were reported to child helplines in the Americas and Caribbean concerned child sexual exploitation (39%), child trafficking (36%), and child labour (10%) such as domestic child labour and other forms of child labour. Additionally, one in seven contacts on commercial exploitation concerned a child or young person who was forced by an adult to beg (14%). Data indicates that more girls (74%) as opposed to boys contacted child helplines in the region on matters related to commercial exploitation. Regional data reflects the dire circumstances of children in the sub-regions. The majority of contacts (71%) were received in North America, however bonded child labour is more prevalent in the Caribbean (100% of the contacts). Similarly, contacts regarding children used for criminal activity, and children used for begging, is more prevalent in South America (76% and 71% respectively).

KEY MESSAGE

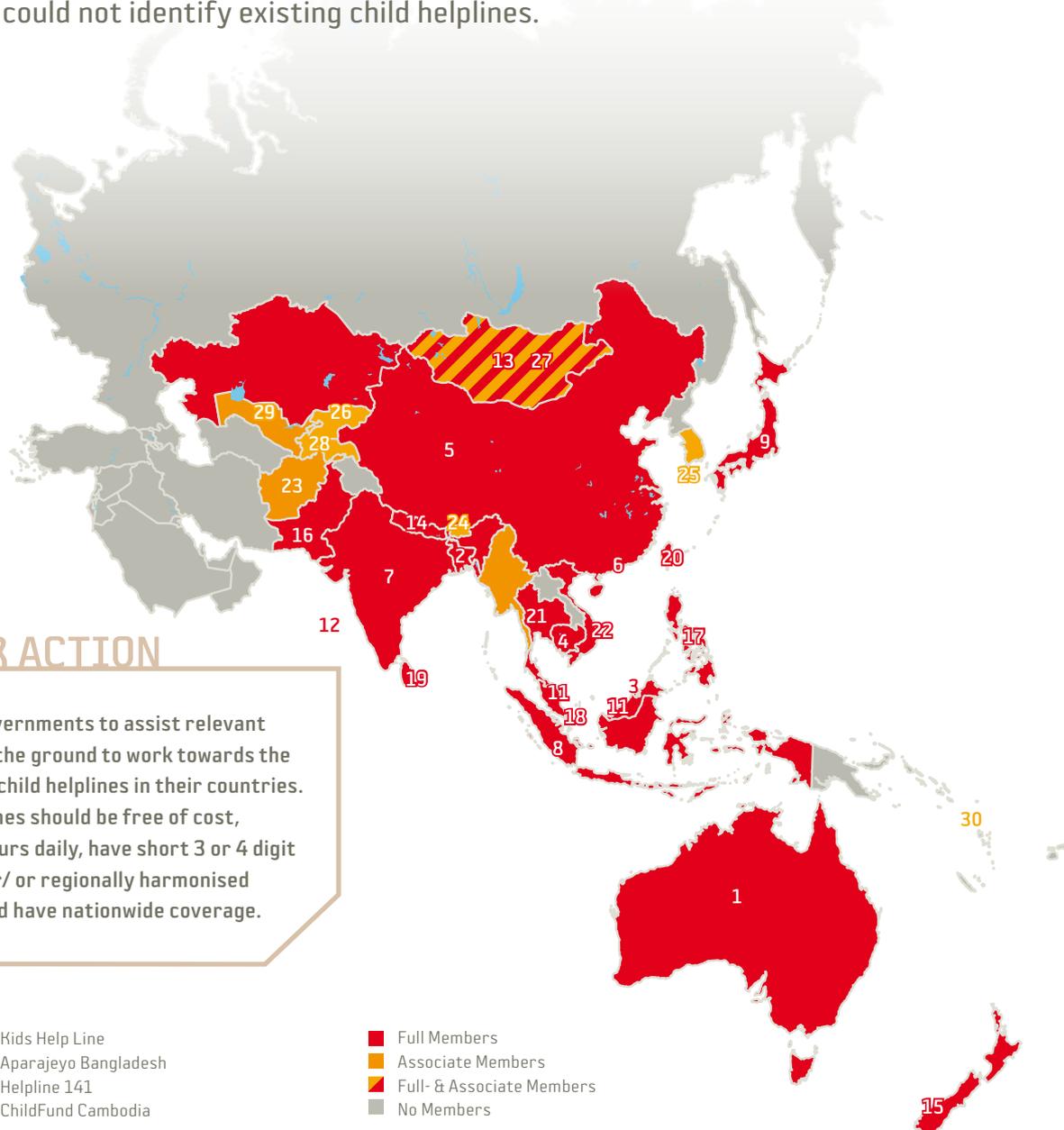
The OAS adopted the Resolution for the Prevention and Eradication of Commercial Sexual Exploitation and Smuggling of and Trafficking in Minors³³. Section 10 explicitly states that Member States are urged to establish and, where appropriate, strengthen programmes for comprehensive and interdisciplinary care for child victims of commercial sexual exploitation, smuggling, and trafficking - especially those that have contracted HIV/AIDS - as measures to be considered in order to mitigate the varied consequences of such activity.

Child helplines in the Americas and Caribbean should be recognised as services that rescue children and young people who have been trafficked or commercially exploited, and should also be seen by governments as services that need to be strengthened and properly resourced.

³² ILO. n.d. Child labour in Latin America and the Caribbean. Available at: <http://www.ilo.org/ipec/Regionsandcountries/latin-america-and-caribbean/lang--en/index.htm>. ³³ Permanent Council of the Organization of American States. 2010. Declarations and Resolutions Adopted by the General Assembly [ag/res. 2548 (xl-o/10)], Available at: <http://goo.gl/tVgm0E>

CHAPTER 4 | Asia Pacific

In the Asia Pacific region, CHI has members in the following countries. In all other countries, CHI could not identify existing child helplines.

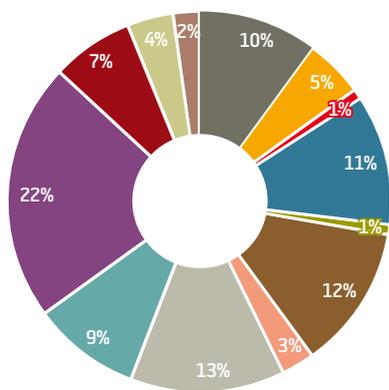


CALL FOR ACTION

CHI calls upon governments to assist relevant organisations on the ground to work towards the establishment of child helplines in their countries. These child helplines should be free of cost, operational 24 hours daily, have short 3 or 4 digit telephone number/ or regionally harmonised number and should have nationwide coverage.

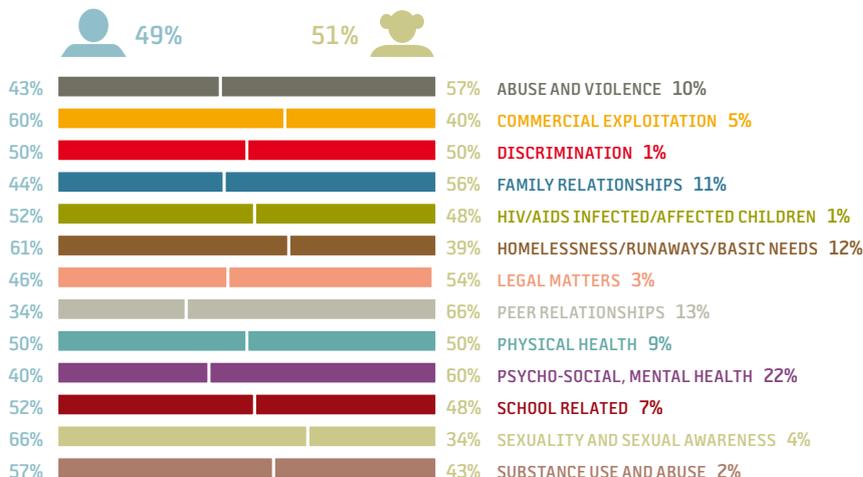
- | | | | |
|----|------------------------------|---|----------------------------|
| 1 | Australia* | Kids Help Line | ■ Full Members |
| 2 | Bangladesh* | Aparajeyo Bangladesh Helpline 141 | ■ Associate Members |
| 3 | Brunei* | ChildFund Cambodia | ■ Full & Associate Members |
| 4 | Cambodia* | ChildFund Cambodia | ■ No Members |
| 5 | China, People's Republic of* | CAPAC, ISPCAN Xi'an Philanthropic Child Abuse Prevention and Aid Centre | |
| 6 | Hong Kong* | Hotline Against Child Abuse | |
| 7 | India* | Childline India Foundation | |
| 8 | Indonesia* | TESA 129 | |
| 9 | Japan* | Childline Support Center Japan (NPO) | |
| 10 | Kazakhstan* | Balaga Komek (Union of Crisis Centres) | |
| 11 | Malaysia | Childline Malaysia | |
| 12 | Maldives* | Child Help Line 1412 | |
| 13 | Mongolia* | Friends 1979 (NAC) | |
| 14 | Nepal* | Child Helpline 1098 | |
| 15 | New Zealand* | Kidsline, Youthline and What's up? | |
| 16 | Pakistan* | Madadgaar Helpline for Children and Women Suffering from Violence and Abuse | |
| 17 | Philippines* | Bantay Bata 163 | |
| 18 | Singapore* | Tinkle Friend Helpline | |
| 19 | Sri Lanka* | Childline Sri Lanka 1929 and Lama Sarana (Don Bosco) | |
| 20 | Taiwan, Province of China | 113 Hotline | |
| 21 | Thailand* | Childline Thailand | |
| 22 | Vietnam* | Child Helpline Vietnam | |
| 23 | Afghanistan | War Child UK | |
| 24 | Bhutan | National Commission for Women and Children | |
| 25 | South Korea | Child Protection Hotline (NCPA) and Youth Hotline 1388 (KYCI) | |
| 26 | Kyrgyzstan | Childline 123 | |
| 27 | Mongolia | Child Rights Centre | |
| 28 | Tajikistan | Child Rights Center | |
| 29 | Uzbekistan | Children & Families Support Association of Uzbekistan | |
| 30 | Vanuatu | Vanuatu Family Health Association | |

15. The % Reasons for Contact



Total contacts when exact reasons are known:

1,096,197



Amir's Story:

Tahir brought Amir to a child helpline. Tahir had rescued Amir from a neighbour because he believed that he was going to be smuggled across the border, and forced to become a Camel Jockey. Amir was deliberately underfed and severely malnourished. The child helpline referred Amir to a shelter where he could be safe, and be taken care of both physically and mentally. The child helpline then had to gather enough information to locate and identify Amir's parents, which was challenge. The child helpline in collaboration with the police raised awareness about the missing boy's parents and after four months, Amir was reunited with his family.

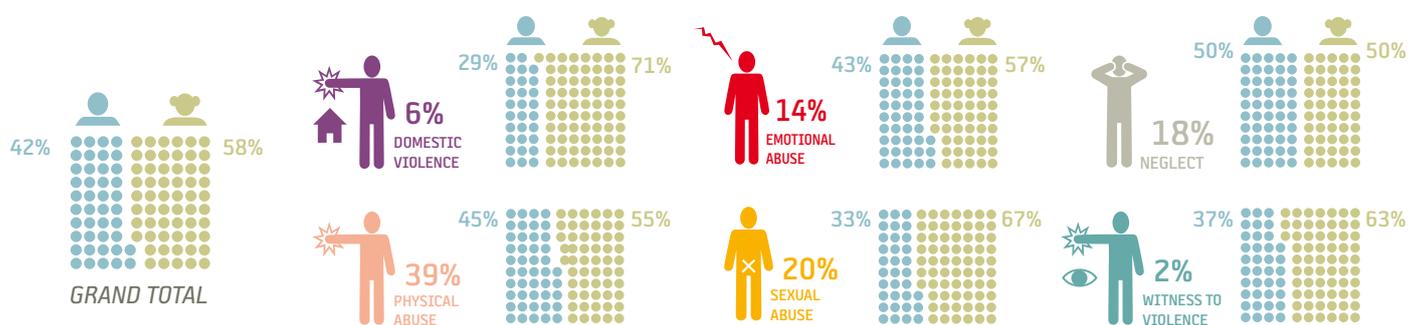
In Asia Pacific, over 9 million children and young people contacted 21 child helplines in the region during 2012 and 2013. The majority of these contacts were made in South Asia (84%) followed by South-East Asia (8%), the Pacific (5%), East Asia (2%), with less than 1% in Central Asia³⁴. The reason for such a small percentage of children and young people contacting child helplines is due to no services existing in the sub-region of Central Asia. Regrettably, data also shows that child helplines across the Asia Pacific region could not answer 12,376,910 calls due to resource constraints³⁵. The most typical reasons for children and young people requesting assistance, support and intervention in the region concern psycho-social and mental health (22%), peer relationships (13%), lack of basic needs (12%), family relationships (11%), and abuse and violence (10%). CHI's data reflects the everyday challenges that young people in Asia Pacific are exposed to. Trends in abuse and violence, commercial exploitation, and child marriage continue to dominate in South and South-East Asia.

» *The child helpline in collaboration with the police raised awareness about the missing boy's parents and after four months, Amir was reunited with his family.* «

³⁴ CHI child helpline data is grouped into the following sub-regions: Central Asia - Kazakhstan; East Asia - China, Japan and Mongolia; Pacific - Australia, New Zealand; South Asia - Bangladesh, Hong Kong S.A.R., India, Maldives, Nepal, Pakistan, Sri Lanka; South-East Asia - Brunei, Cambodia, Indonesia, Malaysia, Philippines, Singapore, Thailand and Vietnam. ³⁵ CHI collects data in three ways - in order to evaluate gaps in child helpline data and services: i) The attempted amount of calls, ii) Calls that are answered, and ii) Answered calls that are sufficiently documented under a specific reason such as abuse and violence. Notably worldwide, only 1 in three calls are answered due to a lack of capacity, resources or staff members.

Exposure to Abuse and Violence

16. The % of Contacts on Different Forms of Abuse and Violence



The detrimental and often long term impact of child abuse and violence affects the general well-being, physical and mental health, and social functioning of millions of children in the Asia Pacific region. The South Asia Initiative to End Violence Against Children (SAIVAC) recognises that despite there being progress on this issue, the region should continue to address violence against children. Children in the region continue to experience serious forms of violence and child protection challenges, including; child labour, corporal punishment, sexual abuse and exploitation, child trafficking and various forms of other harmful practices such as child marriage³⁶.

A regional UNICEF report examining the prevalence and incidence of child abuse and maltreatment in South East Asia asserts that 1 in 4 children experience severe physical abuse, and between 14% to 30% of both boys and girls have reported experiencing forced sex in their lifetimes³⁷.

The mistreatment of children and young people remains a challenge in Asia Pacific. However, child helplines have contributed immeasurably to the intervention, rescue and rehabilitation of children who have been exposed to abuse and violence. In Asia Pacific almost 87,000 cases of abuse and violence were reported to child helplines in 2012 and 2013. More girls (58%) reported that they experienced abusive maltreatment compared to boys (42%). Excluding bullying, children most often sought help on physical abuse (39%), sexual abuse (20%), neglect (18%), emotional abuse (14%), domestic violence (6%) and witness to violence (2%). Tragically, most of the reported abuse is inflicted by caregivers, parents, teachers, and other persons entrusted with their safety and well-being.

Additionally, more and more children are victims of bullying. Almost 33,000 children and young people reported that they suffered from bullying. Also, with an increasing number of children and young people connected to the internet, an additional 190 contacts were specifically related to complaints about online harassment or cyber-bullying.

KEY MESSAGE

Child helplines are a direct avenue for children to report incidents of violence and abuse.

States that have ratified the Charter on the Rights and Welfare of the Child are obligated to protect all children from all forms of violence. They should acknowledge child helplines as a social safety net that is child-sensitive and provides intervention, counselling, and complaint and reporting mechanisms that enhance the protection of children, especially those who are vulnerable to abuse, violence and neglect.

Governments in the Asia and Pacific region must take steps to mainstream and integrate child helplines services into their national child protection strategies to prevent and address violence against children. Governments in the region should also ensure that referral mechanisms (medical, judiciary, law enforcement, social services) that are integrated with child helpline services are strengthened and supported, so that children and young people who are exposed to different forms of abuse and violence receive effective protection and care.

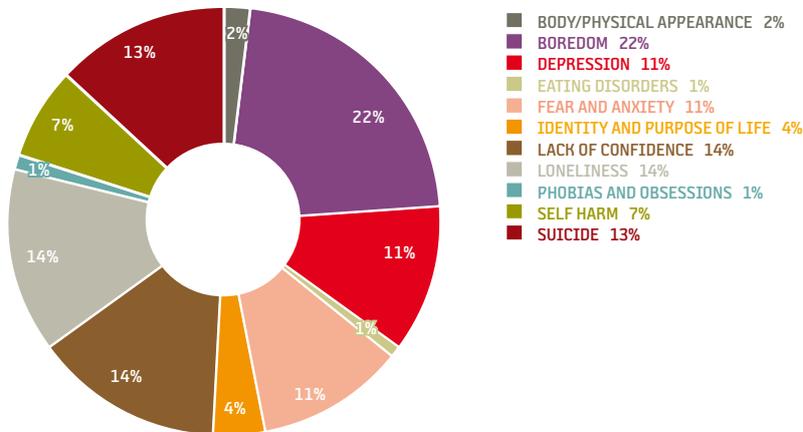
Miku's Story:

A kindergarten teacher discovered that Miku (3) had bruises and was being beaten by her mother. The teacher contacted the child helpline, seeking an immediate investigation. Miku lived with her mother and grandmother. The counsellor provided an outreach service to the teacher whose contact with them led to an intervention. Miku was admitted to hospital and given the right care and treatment. Thereafter, Miku taken into the custody of her grandmother who could give her the right care and love that she needed.

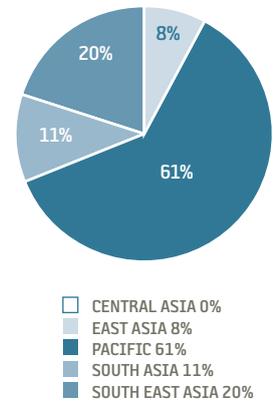
³⁶ The South Asia Initiative to End Violence Against Children. 2012. South Asia Follow Up Regional Consultation on the UN Study on Violence against Children. Available at: http://srs.violenceagainstchildren.org/sites/default/files/documents/docs/SAIEVAC_FURC_report_2012.pdf. ³⁷ UNICEF. 2012. Child Maltreatment: Prevalence, Incidence and Consequences in the East Asia and Pacific Region: A Systematic Review of Research. Available at: http://www.unicef.org/eapro/Child_Maltreatment.pdf.

Psycho-social and Mental Well-being

17. The % of Contacts on Psycho-social Matters in Asia Pacific



The % of Contacts Received Per Sub-Region



Over 1 in 5 contacts made by children and young people to child helplines in the Asia Pacific region concern mental health issues such as difficulty in functioning emotionally, self-harm, suicide, fear, anxiety and depression.

Regional disparities illustrate that the majority of contacts on mental well-being were made by children and young people living in countries that have very high HDI levels (69%) in Asia Pacific such as Australia, Brunei, Japan, Korea, New Zealand and Singapore. Sub-regionally the majority of contacts on mental health problems were made in the Pacific region (61%), followed by South East Asia (20%), South Asia (11%), East Asia (8%) and Central Asia less than 1%. Notably, CHI data reveals that girls (68%) were more vocal about their psycho-social issues than boys (30%).

Achara's Story:

Achara contacted the helpline because she was struggling with depression and had difficulty concentrating at school. She sometimes cut herself at night when she felt alone and could not cope. The counsellor discussed the different coping strategies that the young person could use to help manage her feelings, and also asked her to write a list of things that she could do at night to stop herself from cutting, which the girl read out aloud. The girl indicated that she felt lighter and relieved that she could talk to someone about her feelings, and also expressed being grateful that the counsellor listened to her and supported her with the right advice.

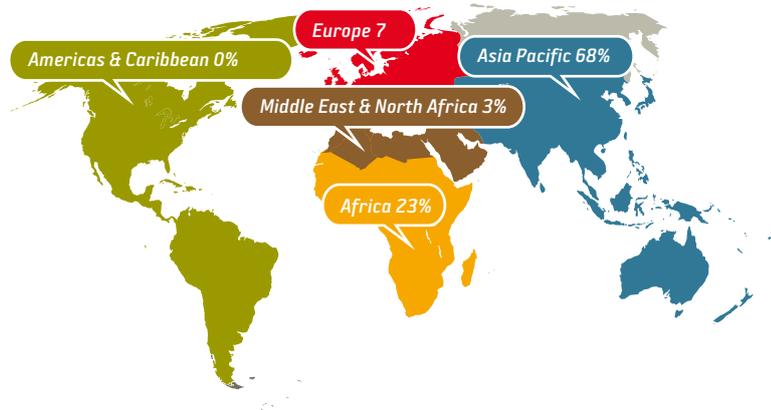
Contacts on psycho-social issues during 2012 and 2013 amounted to almost 300,000 children and young people seeking support and counsel on a variety of issues in the region. Data from child helplines indicates that aside from children and young people experiencing boredom (22%) many of them are faced with other challenges such as lack of confidence (14%), loneliness (14%), suicide (13%), depression (11%), fear and anxiety (11%) and self-harm (7%). Additionally, many children and young people reached out to child helplines because they were questioning their identity and purpose in life (4%), or were struggling with their physical appearance and body image (2%), as well as eating disorders (1%).

KEY MESSAGE

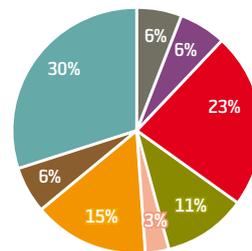
Child helplines promote psycho-social care amongst children and young people. Governments should allocate sufficient resources to continue counsellor training, so that they can further equip children with valuable information that encourages healthy psychological well-being.

Child Exploitation

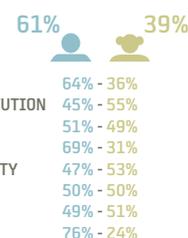
18. The % of Contacts on Child Marriage Worldwide



The % of Contacts on Exploitation in Asia Pacific



The % of Contacts on Commercial Exploitation Disaggregated by Gender



Every day in the Asia Pacific region more and more children are subjected to commercial exploitation. According to the International Labour Organisation (ILO), the Asia Pacific region has the most child labourers in the world from ages 5-17 years (77.7 million)³⁸. This commercial exploitation of children is not only exposing children and young people to hazardous conditions that may be seriously detrimental to their health, but it also makes them vulnerable to physical and sexual abuse, and denies them educational opportunities which can lead to increased poverty. Concerted action is needed, at both a local and international level, to end this form of abuse and violence against children.

Girl Rescued From Sexual Exploitation: :

An anonymous caller tipped off the child helpline that someone was luring underage girls into prostitution. The team planned a sting operation. Two of the team members acted under cover as customers seeking a minor girl, while the child helpline team informed the police and the media about the exploitation. The set-up succeeded and the perpetrator was arrested. The victim was rescued and relocated to a shelter home. The case was brought before court and the accused was imprisoned.

CHI data shows that almost 50,000 children and young people contacted child helplines because they were being commercially exploited. Of these, 51% of the contacts concerned some form of child labour, 23% trafficking, 11% were children that were used for begging, 6% kidnapping, 6% child sexual exploitation, and 3% were children used for criminal activity. Gender disparities in data shows that more boys (61%) were subjected to this form of violence than girls (39%). However girls reported more cases of sexual exploitation (55%), children used in criminality (53%) and kidnapping (51%); whereas more boys reported cases of child labour (67%), child trafficking (51%) and children used for begging (69%). Other regional data from SAIIVAC states that in South Asia 13% of all children are involved in child labour³⁹. CHI data highlights this challenge as nearly all contacts regarding child commercial exploitation in the region were made in South Asia (99%).

Child marriage in Asia Pacific is extremely widespread, disproportionately high and exposes children, especially girls, to abuse, violence and exploitation. Child marriage is particularly prevalent in South Asia, where 46% of all children and young people are married by the age of 18, according to UN data⁴⁰. Regionally, CHI data demonstrates that the majority of contacts on child marriage were made by children and young people in Asia Pacific (68%). In total, 4,183 adolescents contacted child helplines in 2012 and 2013 on issues related to forced union, all of which were made in South Asia (100%). Child helplines data shows that child marriage is far more common amongst girls (70%) than boys (30%).

KEY MESSAGE

Child helplines have noted that child trafficking remains a serious problem in the region. In many cases child helplines work in coordination with counterparts in neighbouring countries in order to return children who have been trafficked. Not only should these regional efforts be acknowledged and recognised, but governments should work in unison with neighbouring countries and develop a strategy that will strengthen child helplines in the region, both through capacity and resources, so that more children and young people can be returned to their homes, or protected and cared for.

³⁸ ILO/IPEC. 2013. Global child labour trends 2008 to 2012. Available at: <http://www.ilo.org/ipecinfo/product/download.do?type=document&id=23015>.

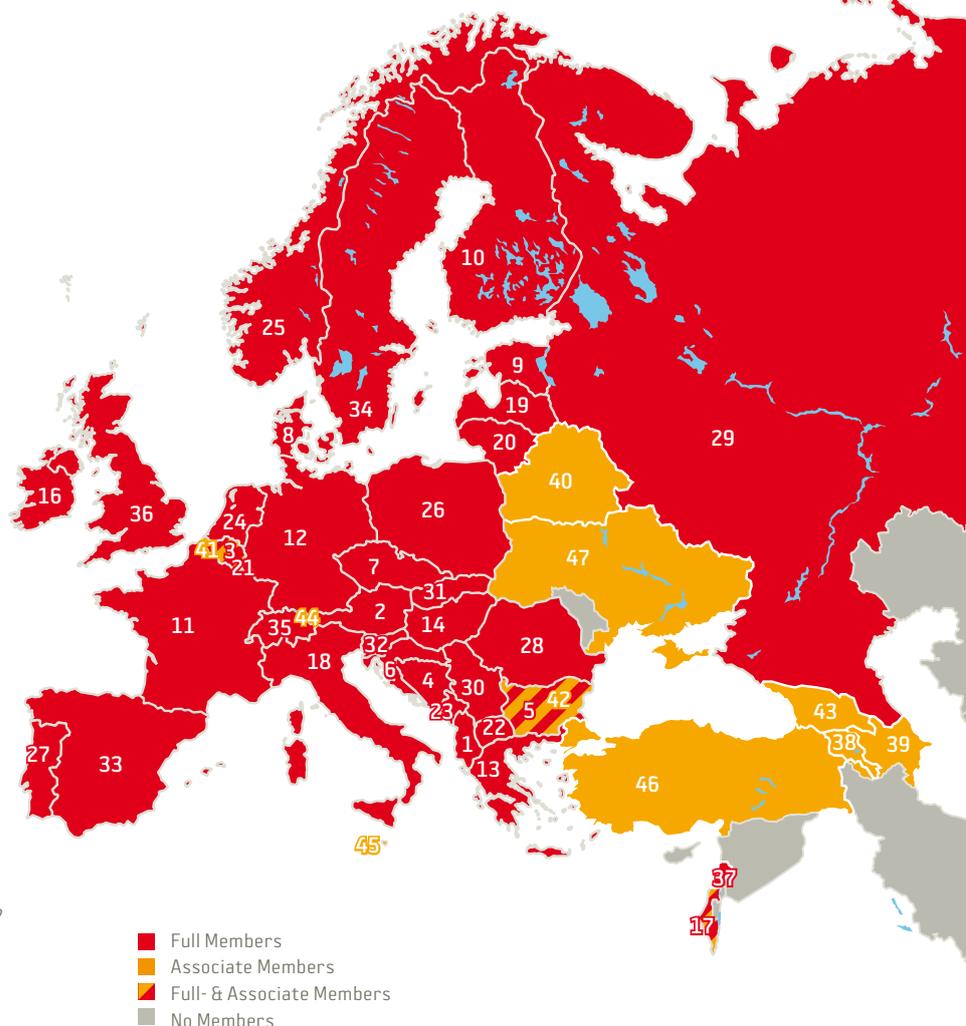
³⁹ SAIIVAC. 2014. Child Labour. Available at: <http://www.saivac.org/child-labour/>. ⁴⁰ UNICEF. 2014. The state of the world's children 2014 in numbers.

Every child counts. Revealing disparities, advancing children's rights. Available at: http://www.unicef.org/sowc2014/numbers/documents/english/SOWC2014_In%20Numbers_28%20Jan.pdf.

CHAPTER 5 | Europe

In the Europe region, CHI has members in the following countries. In all other countries, CHI could not identify existing child helplines.

- | | | |
|----|------------------------|--|
| 1 | Albania* | Alo 116 |
| 2 | Austria* | Rat Auf Draht 147 |
| 3 | Belgium* | Kinder- en Jongerentelefoon |
| 4 | Bosnia and Herzegovina | SOS Telefon 1209 |
| 5 | Bulgaria* | National hotline for children |
| 6 | Croatia* | Hrabri telefon |
| 7 | Czech Republic* | The Safety line |
| 8 | Denmark* | Borne telefonen |
| 9 | Estonia* | Lapsemure |
| 10 | Finland* | The children and youth helpline |
| 11 | France* | 119 Allo Enfants En Danger |
| 12 | Germany* | Nummer Gegen Kummer |
| 13 | Greece | Smile Of The Child and Helpline Connection* |
| 14 | Hungary* | Kek Vonal |
| 15 | Iceland* | Red Cross 1717 |
| 16 | Ireland* | Childline Ireland |
| 17 | Israel* | Natal |
| 18 | Italy* | Telefono il Azzurro onlus |
| 19 | Latvia* | Child Helpline 116111 of The State Inspectorate for protection of Children`s Rights in Latvia and CYTP |
| 20 | Lithuania* | Vaiku Linija |
| 21 | Luxembourg* | Kanner Jugendtelefon |
| 22 | Macedonia* | SOS Helpline for children and youth |
| 23 | Montenegro | Childline Montenegro |
| 24 | the Netherlands* | De Kindertelefoon |
| 25 | Norway* | Kors på halsen (Cross my heart) and Alarmtelefonen for barn og unge |
| 26 | Poland* | Helpline.org.pl and Helpline for children and youth - 116111 |
| 27 | Portugal* | SOS Crianca |
| 28 | Romania* | Asociata Telefonul Copilului |
| 29 | Russia* | Russian association for child helplines |
| 30 | Serbia* | National Child Helpline Serbia |
| 31 | Slovakia* | Linka Detskej istoty pri SV UNICEF |
| 32 | Slovenia | TOM National telephone network |
| 33 | Spain* | Telefono Anar |
| 34 | Sweden* | BRIS |
| 35 | Switzerland* | Pro juventute Beratung 147 |
| 36 | UK* | Get Connected, Muslim Youth, Runaway Helpline and Childline/NSPCC |
| 37 | Israel | ERAN |
| 38 | Armenia | Child Rights Orientation Centre |
| 39 | Azerbaijan* | Reliable Future NGO |
| 40 | Belarus | Pominane and SICCRE |
| 41 | Belgium | Ecoute d'Enfants |
| 42 | Bulgaria | Animus association |
| 43 | Georgia | Public Health and Medicine Development |

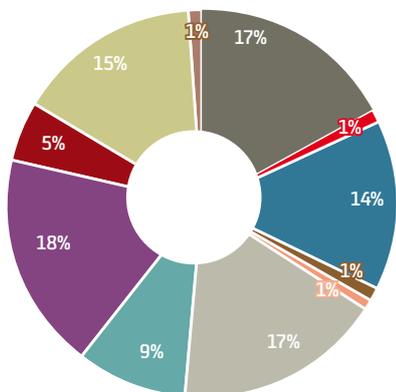


- | | | |
|----|-----------------|---|
| | Fund of Georgia | |
| 44 | Liechtenstein | Sorgentelefon Kinder und Jugendliche |
| 45 | Malta | Support Line 179 and SOS Malta |
| 46 | Turkey | Association for Solidarity with The Freedom-Deprived Juvenile |
| 47 | Ukraine* | La Strada |

CALL FOR ACTION

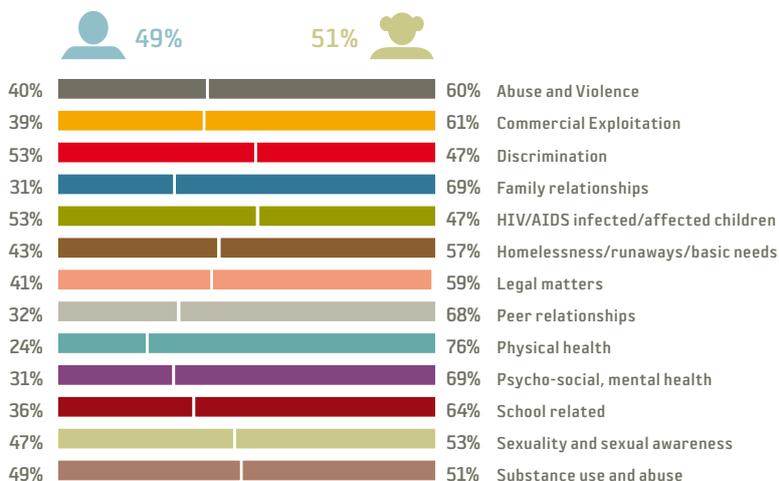
CHI calls upon governments to assist relevant organisations on the ground to work towards the establishment of child helplines in their countries. These child helplines should be free of cost, operational 24 hours daily, have short 3 or 4 digit telephone number/ or regionally harmonised number and should have nationwide coverage.

19. Reasons for contact



Total contacts when exact reasons are known:

3,203,789



In Europe, over 11.5 million children and young people contacted 44 child helplines in 35 countries in the region during 2012 and 2013.

Anthea's Story:

Anthea (16) year old called the child helpline because she was homeless. Her parents were alcoholics and were abusing her both physically and emotionally. Anthea left home and was staying with a friend. The counsellor listened to her carefully and gave her information of the nearest shelter where she could be safe and protected. The counsellor then contacted social services to further help the girl, and to ensure that her case was referred and could be followed-up in the future.

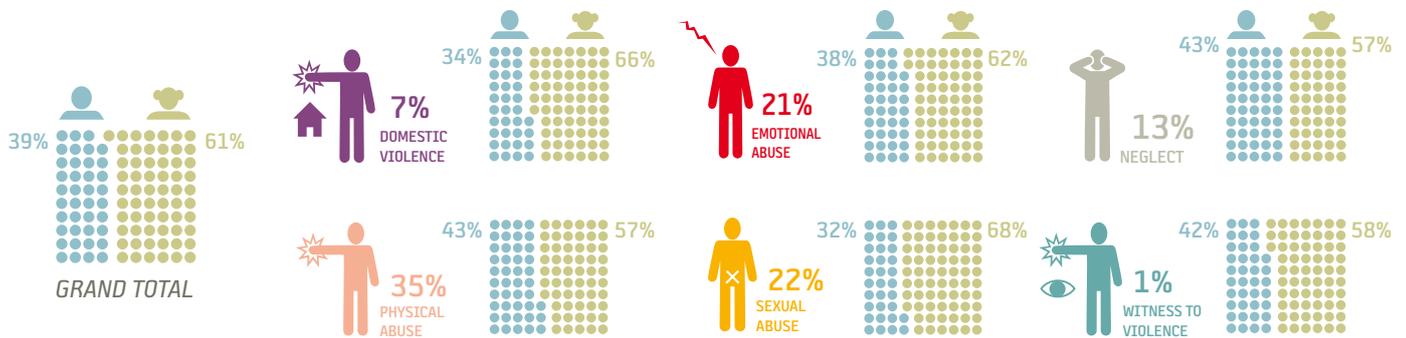
The majority of these contacts were made in Western Europe (61%), followed by Central Europe (11%), Eastern Europe (10%), Mediterranean (13%), Northern Europe (2%) and the Balkans (1%)⁴¹. The reason for a small percentage of children and young people contacting child helplines is due no such services existing in regions such as the Balkans and Northern Europe. Regrettably, data also shows that child helplines across the European region could not answer 30,867,028 calls due to resource constraints. The most typical reasons for children and young people requesting assistance and intervention in the region concerned psycho-social mental health issues (18%), abuse and violence (17%), peer relationships (17%), family relationships (14%), sexuality and sexual awareness (15%), and physical health (9%). Most European countries have well developed child protection safety nets, but children can be unaware, or distrustful of these services. Child helplines are a child-friendly and empowering entry point into child protection systems, and often serve as children's first contact with child protection services.

The European Union Charter of Fundamental Rights under Article 24 states that 'children shall have the right to such protection and care as is necessary for their well-being. They may express their views freely. Such views shall be taken into consideration on matters which concern them in accordance with their age and maturity'.

⁴¹ CHI child helpline data is grouped into the following sub-regions: Balkan- Albania, Croatia, Macedonia, Serbia; Central Europe- Austria, Czech Republic, Hungary, Poland, Slovakia; Eastern Europe - Azerbaijan, Bulgaria, Estonia, Latvia, Lithuania, Romania, Russian Federation and Ukraine; Mediterranean -Greece, Israel, Italy and Spain; Northern Europe -Denmark, Finland, Iceland, Norway and Sweden; Western Europe - Belgium, France, Germany, Ireland, Luxembourg, The Netherlands, Portugal, Switzerland and the United Kingdom

Exposure to Abuse and Violence

20. The % of contacts on Abuse and Violence



Regional European data on abuse and violence is lacking. Analyses of a community survey outlined in the *European Report on Preventing Child Maltreatment* conducted by the World Health Organization (WHO) Europe confirms the prevalence rate for sexual abuse in Europe is 10%, 23% for physical abuse and 29% for emotional abuse⁴². It was also noted in the report that 'few studies have been done on neglect' in the region. CHI data from 50 child helplines in the European region fills this data gap and shows actual reported cases from children and young people on abuse, violence and neglect.

In Europe over half a million cases (572,052 contacts) of abuse and violence were reported to child helplines in 2012 and 2013. Excluding bullying, children sought help on physical abuse (35%), sexual abuse (22%), emotional abuse (21%), neglect (13%), domestic violence (7%) and witness to violence (1%). Tragically, most of the reported abuse is inflicted by caregivers, parents, teachers, and other persons entrusted with their safety and well-being. More girls (61%) reported that they experienced abusive maltreatment compared to boys (39%).

Additionally, more and more children are victims of bullying. Over 269,643 children and young people reported that they suffered from bullying. Also, with an increasing number of children and young people connected to the internet, an additional 11,129 contacts were specifically related to complaints about online harassment or cyber-bullying.

KEY MESSAGE

States are obligated to protect all children from all forms of violence. Child helplines provide child-sensitive counselling, complaint, and reporting mechanisms that enhance the protection of children, especially those who are vulnerable to abuse, violence and neglect. Notably, children and young people trust child helplines to assist them in accessing child protection systems. Governments must take steps to mainstream and integrate child helpline services into their national child protection strategy to prevent and address violence against children. Governments also should ensure that referral mechanisms (medical, judiciary, law enforcement, social services) that are integrated with child helpline services are strengthened and supported, so that children and young people who are exposed to different forms of abuse and violence receive effective protection and care.

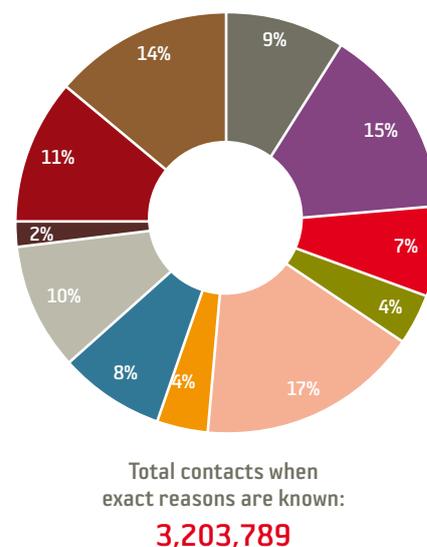
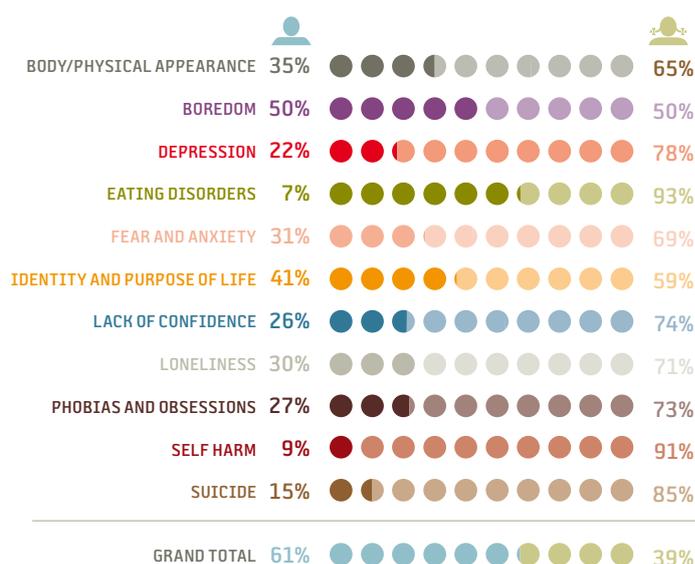
Alda's Story:

Alda (10) was being abused physically and emotionally by an adult member of her family. Before making contact with a child helpline, she had been afraid to tell anybody, because she thought that the situation would get even worse. The helpline counsellor listened, encouraged and coached her on how to approach the police, and advised her how the police would deal with the case. It was also explained to Alda that she had the right to live in a safe environment. Alda told the counsellor that she felt a lot more confident and would take the counsellors advice.

⁴² WHO. 2013. European report on preventing child maltreatment. Available at: http://www.euro.who.int/__data/assets/pdf_file/0019/217018/European-Report-on-Preventing-Child-Maltreatment.pdf.

Psycho-social and Mental Well-being

21. The % of Contacts on Psycho-social Matters by Gender



Children and young people in Europe are ranked as being the happiest in the world according to a UNICEF report on the state of well-being of children in rich countries⁴³. However, child helpline data shows that many children and young people suffer from psycho-social problems such as self-harm, depression, fear and anxiety, and suicidal thoughts. Almost 60% of all psycho-social mental health contacts from around the world during the period of 2012 and 2013 are from the European region (see Global Chapter on Psycho-social Well-being on page 13). Sub-regionally, most contacts on psycho-social matters were made in Western Europe (66%), followed by Northern Europe (9%), Central Europe (10%), Eastern Europe (9%), Mediterranean (5%) and the Balkans (1%).

In Europe, almost 791,000 children and young people contacted child helplines on mental health issues during 2012 and 2013. Data shows that children are in distress as the majority of psycho-social contacts concern young people feeling fear and anxiety (17%). Other issues such as boredom (15%), loneliness (10%) physical appearance and body image (9%), lack of confidence (8%), depression (7%), eating disorders (4%), and phobias and obsessions (2%), are common problems for which adolescents seek counsel and advice from child helplines.

Notably, many children and young people also engage in self-harm (11%) whilst another 14% have contacted child helplines because they are contemplating suicide. CHI data shows that high gender differences exist in relation to these issues as in both instances girls were engaging in these thoughts and ideas much more than boys (contacts related to suicide and self-harm were made by girls in 85% and 91% of cases respectively).

Anna's Story:

Anna (15) contacted the child helpline and reported that she was being verbally abused by her alcoholic stepfather when her mother was away. The girl reported that she was abusing alcohol because she felt depressed and too fearful to talk about her situation. Alcohol helped her to forget everything. The counsellor listened to her and gave her time to think. She was then referred to the school nurse who persuaded her to stop drinking. Anna carried on contacting the child helplines until she felt more confident and had established healthier habits.

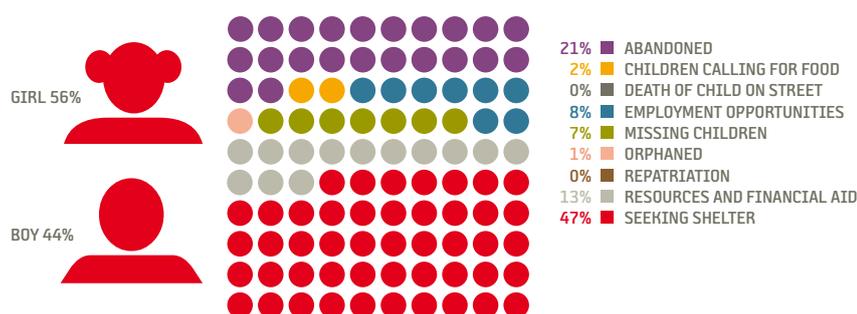
KEY MESSAGE

Child helplines in Europe promote and provide psycho-social care amongst children and young people. Governments should allocate sufficient resources to continue the training of counsellors and staff members of these services so that they can further equip children with valuable information that encourages healthy psychological well-being.

⁴³ UNICEF. 2013. Child well-being in rich countries A comparative overview. Available at: http://www.unicef-irc.org/publications/pdf/rc11_eng.pdf.

Poverty Persists

22. The % of Contacts on Basic Needs and Homelessness



Children and young people who experience poverty suffer the worst outcomes. Being from a low income family has a measurable outcome on a child's development and social inclusion. Notably, a child's well-being is at risk when they are exposed to poverty both physically, intellectually and emotionally. In 2011, 27% of children (aged 0-17) in the European Union States were at risk of poverty or social exclusion⁴⁴.

Child helplines in Europe were contacted 34,330 times during 2012 and 2013 by children and young people who requested assistance and support because their basic needs were not being met. Most of the contacts concerned children seeking shelter (47%), and another 15% related to young people asking for food, resources and financial aid. Child helplines have reported that young people who experience unstable economic situations at home ask counsellors about employment or job opportunities (8%). An additional 21% of the contacts were from children who were abandoned by their parents or caregivers. Child helplines also received a lot of contacts from adults who ask about missing children (7%), whose whereabouts were unknown to their family, guardians and/or community. All issues related to homelessness and basic needs were reported more by girls (56%), than by boys (44%).

In cases where children are starving, abandoned, or looking for shelter, the child helplines either contact social services to inform them about the situation, refer the child to services that will take care of them, or physically remove the child from their hazardous environment, and help him or her get access to the right professionals and services.

Ivanka's Story:

Ivanka (15 years) contacted the child helpline regarding her family situation. She was emotionally exhausted and told the counsellor that she had run away from home. She was a victim of prolonged physical and emotional abuse by her stepfather. Her mother was not able to change the situation. For Ivanka the only option was running away from home. She was living on streets and contacted the helpline for basic needs assistance and shelter. The counsellor gave her emotional support and contacted social services in her hometown who took over the case.

KEY MESSAGE

With more than 120 million people in the EU at risk of poverty or social exclusion, EU leaders have pledged to bring at least 20 million people out of poverty and social exclusion by 2020⁴⁵.

European governments should recognise the role that child helplines play in the lives of children and young people, especially those who have been socially excluded through poverty and lack of basic needs. Governments should ensure that partnerships between referral mechanisms and child helplines are strengthened. Where social systems are weak, child helplines are safety nets that ensure that children and young people who contact them because of hunger or poverty are fed, clothed, and live in safe and caring environments.

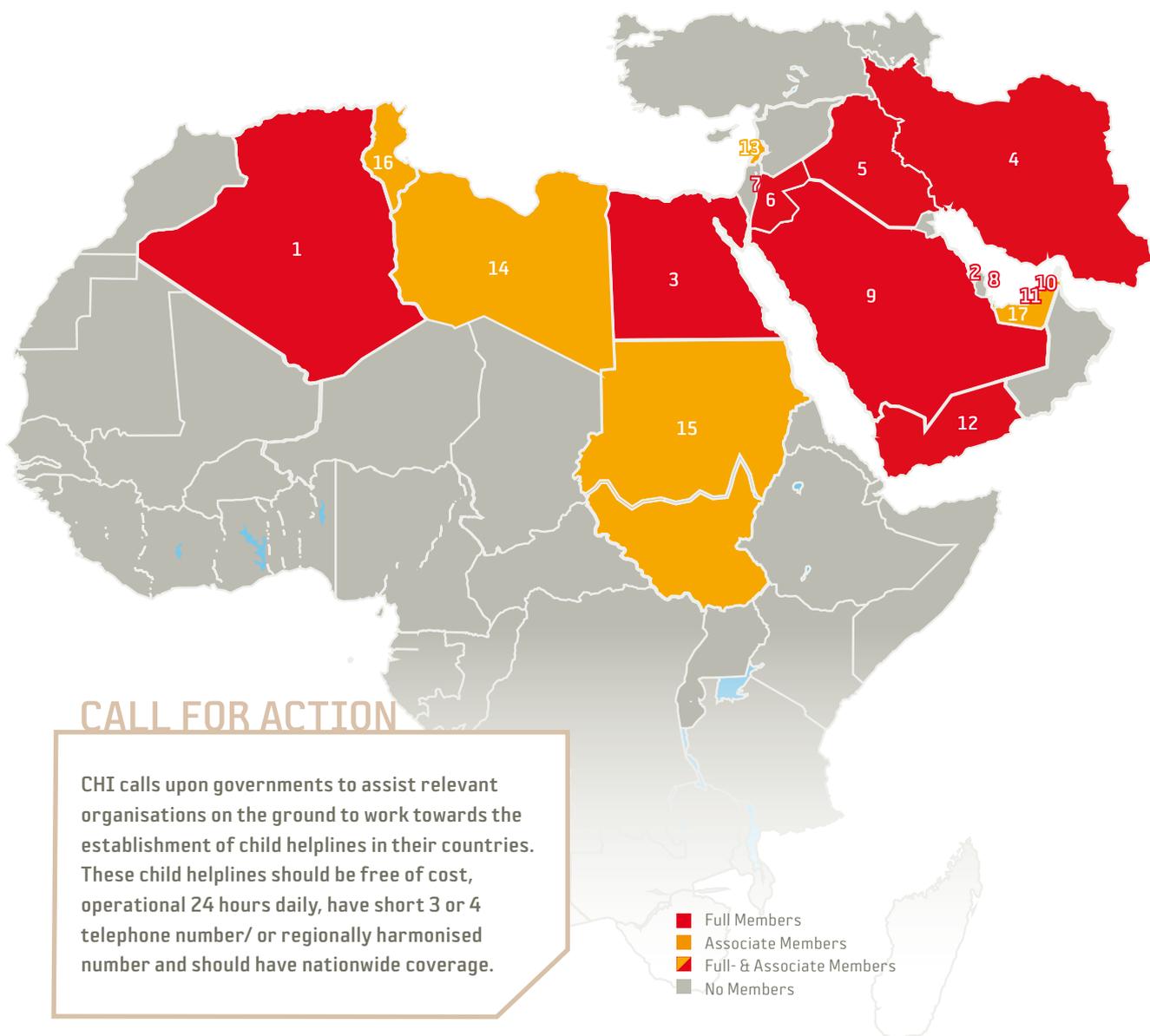
European governments should recognise the work that child helplines around the world do, and support efforts to expand and equip child helpline services in their respective states, so that more children can be cared for and protected.

⁴⁴ European Commission. 2013. Children at risk of poverty or social exclusion: Children were the age group at the highest risk of poverty or social exclusion in 2011. Available at: http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Children_at_risk_of_poverty_or_social_exclusion.

⁴⁵ European Commission. Poverty and social exclusion. Available at: <http://ec.europa.eu/social/main.jsp?catId=751>.

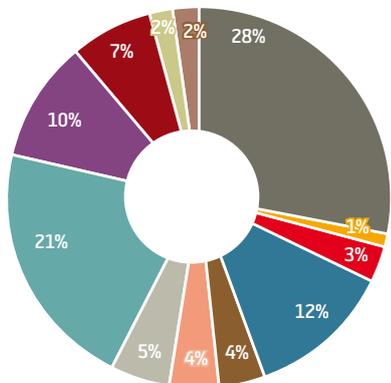
The Middle East and North Africa Region

In the Middle East and North Africa region, CHI has members in the following countries. In all other countries, CHI could not identify existing child helplines.



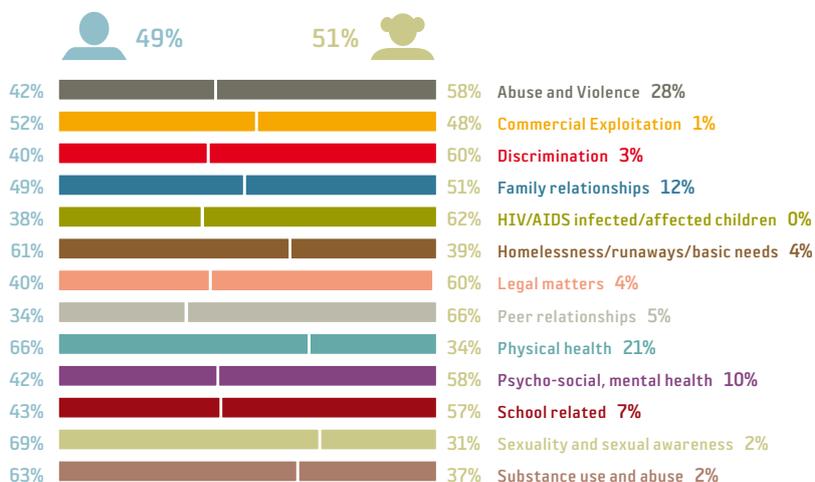
1	Algeria*	Nada	13	Lebanon	Higher Council for Childhood and Naba'a
2	Bahrain*	Ministry of Human Rights and Social Development	14	Libya	Libyan Association for Child Rights
3	Egypt*	National Council for Childhood and Motherhood	15	Sudan*	National Council for Children Welfare
4	Iran*	SPRC Sedaye Yara	16	Tunisia	Tunisian Association for Child Rights
5	Iraq*	Iraq Child Helpline	17	UAE Abu Dhabi	Social Support Centre
6	Jordan*	110 For Families and Children			
7	Palestine*	Sawa			
8	Qatar*	Qatari Foundation for Women and Child Protection			
9	Saudi Arabia*	National Family Safety Programme			
10	UAE Sharjah*	Social Service Department Sharjah			
11	UAE Dubai*	Dubai Foundation for women and children			
12	Yemen*	Arab Human Rights Foundation			

23. The % Reasons for Contacts



Total contacts when exact reasons are known:

17,948



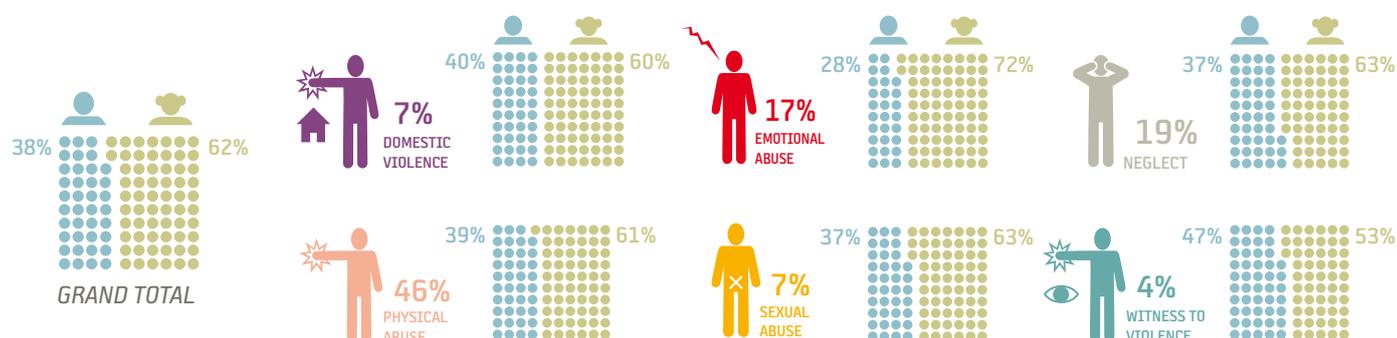
Child and young people comprise half the total population (280 million) of the Middle East and North Africa (MENA)⁴⁶. Over 1.2 million children and young people contacted 13 child helplines in the MENA region during 2012 and 2013, but there remain many more who do not have access to such services.

The majority of these contacts were made in the Levant (82%), followed by North Africa (9%), Arabian Peninsula (5%) and the Middle East (2%)⁴⁷. The reason for small percentages of children and young people contacting child helplines is due to no such services existing in sub-regions such as the Middle East. Regrettably, data also shows that child helplines across the MENA region could not answer 1,571,179 calls due to resource constraints. The most typical reason for children and young people requesting assistance and intervention in the region concerned abuse and violence (28%), physical health (21%), family relationships (12%), psycho-social mental health (10%), school-related matters (7%), peer relationships (5%), homelessness and basic needs (4%), and legal matters (4%). Child helplines are relatively new to the region. Originally, they targeted both families and children in order to gain community trust and raise awareness, which can be observed in the data, as a high amount of adults contact child helplines in the region.

⁴⁶ ILO. Child labour in Arab States. Available at: <http://ilo.org/ipcc/Regionsandcountries/arab-states/lang--en/index.htm>. ⁴⁷ CHI country child helpline data is grouped in the following sub-regions: Arabian Peninsula - Qatar, Saudi Arabia, United Arab Emirates, and Yemen; Levant - Jordan and Palestine; North Africa - Algeria, Egypt, and Sudan; Middle East - Bahrain, Iran and Iraq.

Exposure to Abuse and Violence

24. The % Different Forms of Abuse and Violence



During 2012 and 2013, political upheaval dominated the Middle East and North African region, highlighting the issues of gender inequality and violence. Very little international data exists that confronts the issues of abuse and violence towards children in the region. Current child helpline data in the MENA region could be a catalyst for this kind of reporting.

The mistreatment of children and young people remains a challenge in the MENA region. However, child helplines have contributed immeasurably to the intervention, rescue and rehabilitation of children who have been exposed to abuse and violence. Almost 67,000 cases of abuse and violence were reported by children, young people and adults in the region in 2012 and 2013. More girls (62%) reported that they experienced abusive maltreatment compared to boys (38%). Excluding bullying, children most often sought help on physical abuse (46%), neglect (19%), emotional abuse (17%), sexual abuse (7%), domestic violence (7%), and witness to violence (4%). Tragically, most of the reported abuse is inflicted by caregivers, parents, teachers, and other persons entrusted with their safety and well-being. Additionally, more and more children are victims of bullying. Over 18,000 children and young people reported that they had suffered from bullying.

Fatima's Story:

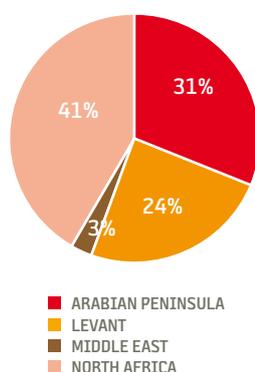
Fatima (16) contacted a child helpline because she was being subjected to violence and abuse (physical and psychological) by her father, stating she suffered from burns and severe beatings. The child helpline immediately contacted the social protection unit to take the necessary measures, so that Fatima could be rescued and cared for. Fatima felt calmer and less fearful when she heard the process that was going to be taken to protect her, and she thanked the child helpline for their moral support and help.

KEY MESSAGE

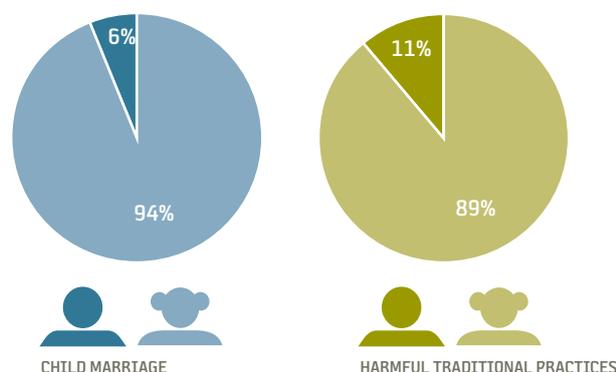
The League of Arab States has declared its intention in the Marrakech Declaration to strengthen protection programmes by developing strategies to combat all forms of violence against children⁴⁸. Governments in the Middle East and North African region should follow through with the recommendation by acknowledging child helplines as direct avenues for children to report incidents of violence and abuse. Governments in the region should consider taking steps to mainstream and integrate child helpline services into their national child protection strategy to prevent and address violence against children. Governments could ensure that referral mechanisms (medical, judiciary, law enforcement, social services) that are integrated with child helpline services are strengthened and supported, so that children and young people who are exposed to different forms of abuse and violence receive effective protection and care.

Ending Child Marriage

25. The % of Contacts on Child Marriage Per Sub Region



Gender Disaggregation on Harmful Traditional Practices and Child Marriage



In the MENA region, almost one in six girls are married before her 18th birthday⁴⁹. Child marriage essentially denies girls the opportunity to fully develop as healthy and empowered citizens. Forced child union further entrenches children and young people into poverty, and limits their choices both educationally and within a community.

In the Marrakech Declaration, the League of Arab States specified the enforcement of legislations and promulgation of laws that criminalises child rights violations and specifically, early marriage⁵⁰. Child helpline data shows that children and young people are still desperately calling and contacting their services because they are being forced into early marriage.

In total, 260 adolescents contacted child helplines in 2012 and 2013 on issues related to forced union and harmful traditional practices. Although these numbers are small, CHI data indicates that more children are reaching out to child helplines on this issue in recent years. Most of the contacts were made in North Africa (41%), the Arabian Peninsula (31%), the Levant (24%) and the Middle East (3%). Child helpline data shows that child marriage is more common amongst girls (94%) than boys (6%).

Samar's story:

Samar (16) met Mohammed (26) on the internet. Their chats became serious quite quickly and Mohammed asked for Samar's hand in marriage. Samar's aunt encouraged the union and convinced Samar's parents to accept the request of the young man despite their daughter's young age. Samar felt flattered, but pressured, and unclear about what was bothering her. A child helpline counsellor discussed the reasoning behind the legal age for marriage (18) with Samar, and talked about negative aspects of an early marriage, such as leaving school and facing the additional responsibility of being a wife.

KEY MESSAGE

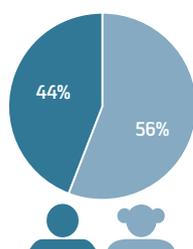
Child marriage is a violation of child rights, and makes children and young people more vulnerable to different forms of abuse and violence, dropping out of school, or experiencing health problems. When child helplines are contacted on this issue, they step in and directly intervene, providing support, care, and counsel to the child and their family.

We call on governments in the Middle East and North Africa to recognise the efforts being made by child helplines in the region in addressing the concerns and situation of children and young people who are forced into marriage, by providing the necessary support and resources to respond to the challenges posed by forced unions.

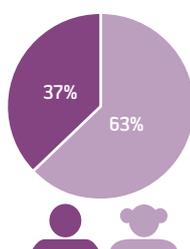
⁴⁹ UNFPA. 2012. *Marrying too young. End child marriage.* Available at: <http://www.unfpa.org/webdav/site/global/shared/documents/publications/2012/MarryingTooYoung.pdf>. ⁵⁰ The League of Arab States. 2010. *Fourth Arab High Level Conference on the Rights of the Child. Marrakech Declaration.* Available at: http://srs.violenceagainstchildren.org/sites/default/files/documents/marrakech_declaration_english.pdf.

Right to Education

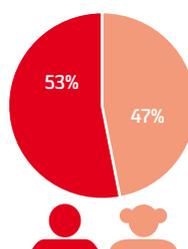
26. The Total Number of Contacts on School Drop-outs and on Accessing Education



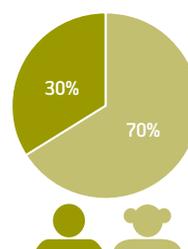
2591
ACADEMIC PROBLEMS



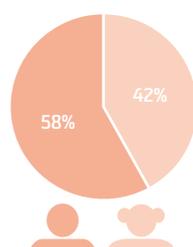
1009
HOMEWORK



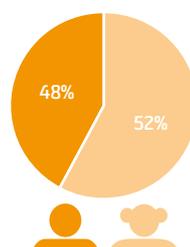
984
OTHER ADULT
RELATED PROBLEMS



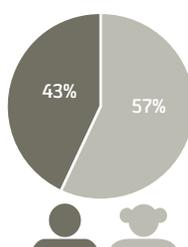
3159
PERFORMANCE ANXIETY



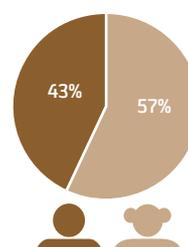
1615
SCHOOL DROP-OUTS



2126
TEACHER PROBLEMS



1465
ACCESS TO EDUCATION



12949
GRAND TOTAL

Education is the cornerstone of development. Children thrive when they can develop through their natural ability to learn, and education essentially protects vulnerable children from abuses such as exploitation or early marriage. Free education that is publicly provided has been the central tenant of the social contract in every MENA country since dependence⁵¹. According to the WHO, however, in practice this does not seem to be the case.

» *Free education that is publicly provided has been the central tenant of the social contract in every MENA country since dependence, however, in practice this does not seem to be the case.* «

CHI data on children requesting education in the region shows the issue is becoming of increasing concern. Over 1,460 children and young people in MENA have reported to child helplines that they were discriminated against when trying to accessing education. UN data states that fewer girls than boys are in school, and in the Arab States and North Africa only 71% of school age girls are in school, which is 9% lower than for boys⁵². CHI data supports these findings. In relation to accessing education in MENA, girls (57%) seem generally at a disadvantage and have contacted a child helpline on this issue more than boys (43%).

Similarly, children who drop out of school are unlikely to return and complete their education. Dropping out of school not only exposes children to the vicious cycle of poverty and violence, but, as adults, drop-outs are more likely to have lower income jobs or engage in risky behaviour such as substance abuse. Over 1,615 contacts were made by adolescents who were eager to drop out of school, the majority of whom tended to be boys (58%).

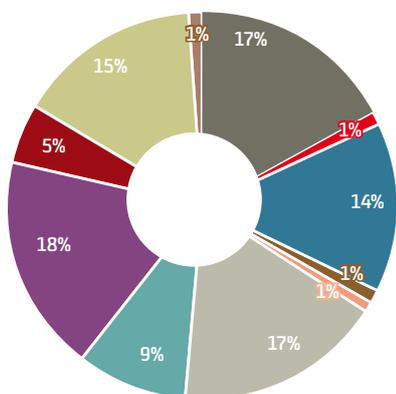
KEY MESSAGE

Regional bodies in the Middle East and Africa as well as governments should recognise the efforts child helplines in the region contribute towards children and young people receiving and accessing education. Child helpline data on school-related matters and education serve as a warning sign highlighting the current situation of children in the region. Governments in the region should ensure that child helplines in their respective states are fully resourced and that their services are supported by the state.

⁵¹ The World Bank. 1998. Education in the Middle East & North Africa: A Strategy Towards Learning for Development. Available at: <http://www.worldbank.org/education/strategy/MENA-E.pdf>. ⁵² UNESCO. Education for All. Children out of school. Available at: http://www.unesco.org/education/efa/global_co/policy_group/children_out_of_school.pdf.

CHAPTER 7 | Data and Partnerships – Dutch MFS II Alliances

27. Number of Contacts: Attempted/Answered/Responded in the MFS Countries During 2012 and 2013



Total contacts when exact reasons are known: **1,696,647**

	ATTEMPTED	ANSWERED	RESPONDED
BANGLADESH	5,948	7,577	4,941
BOLIVIA, PLURINATIONAL STATE OF	1,239	1,239	1,239
COLOMBIA	38,825	38,825	29,920
ETHIOPIA	320	227	94
NEPAL	133,458	116,808	116,808
NICARAGUA	96,126	81,726	43,463
PAKISTAN	5,972	6,116	5,009
SUDAN	115,300	98,278	60,706
UGANDA	9,351	1,174	1,174
ZAMBIA	240,319	284,592	149,873

In 2010, CHI joined two strategic alliances based in the Netherlands: the Girl Power Alliance⁵³ and the Conn@ct.now Alliance⁵⁴. CHI’s overall objective for Girl Power and Conn@ct.now Programmes is to improve child protection systems through the provision of trainings, free of cost telephones, improved quality of data, advocacy and lobbying.

The Girl Power Programme

The Girl Power Programme’s objective is to ensure that all girls and boys can enjoy their rights and fully participate in the social, economic and political development of their countries. Countries in this programme include: Bangladesh, Bolivia, Ethiopia, Ghana, Liberia, Nepal, Nicaragua, Pakistan, Sierra Leone and Zambia.

Specific objectives:

1. Reduction of sexual and gender-based violence against girls and young women;
2. Increased socio-economic empowerment of girls and young women by strengthening the quality of, and access to, education
3. Increased socio-political empowerment of girls and young women by promoting their participation in both the private and public decision-making process

The Conn@ct.Now! Programme

The Conn@ct.Now Programme focuses on the psycho-social well-being of children and victims of armed conflicts in the following five fragile states: Burundi, Colombia, South Sudan, Sudan and Uganda.

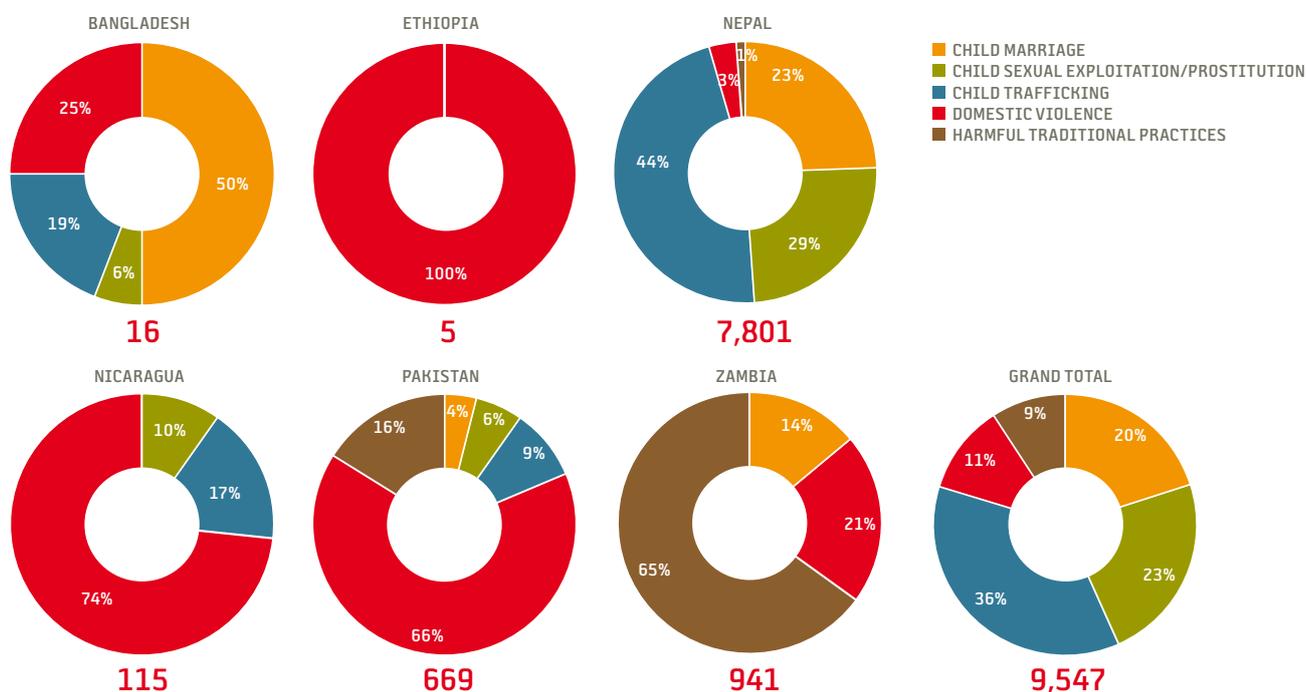
Specific objectives:

1. Protection of children in these fragile states from violence, abuse and exploitation
2. Access to quality education
3. Access to quality psychological services for children and young people
4. Opportunities for children and young people living in these countries to actively participate in society.

⁵³ In the Girl Power Alliance, CHI is working together with Plan Nederland, Defence for children – ECPAT, Free Press Unlimited, International Child Development Initiatives – ICDI and Women Win ⁵⁴ In the Conn@ct.now Alliance, CHI is working together with War Child Holland, Free Press Unlimited, T-Mobile and Netherlands Organisation for Applied Scientific Research - TNO

Girl Power Programme – Preventing Gender Based Violence

28. Total % Reasons For Contacts Regarding Gender Based Violence in Girl Power Countries



CHI does not have data for the following countries: Bolivia, Ghana, Liberia and Sierra Leone

Gender based violence is violence that is directed against individuals based purely on gender. It takes place throughout society - both at home and in public institutions.

This type of violence often stays unnoticed as it happens behind the closed doors, and is usually considered a private, family matter. Gender based violence includes: harmful traditional practices, domestic violence, human trafficking and sexual exploitation, child marriage and other forms of abuse⁵⁵. Exposure to this types of violence can lead to many physical injuries and psychological consequences such as depression, suicidal tendencies and alcohol and drug abuse. There is also an increased risk of unintended pregnancy, sexually transmitted infections and adverse pregnancy outcomes⁵⁶.

During 2012 and 2013, child helplines in the Girl Power Programme countries received more than 9,500⁵⁷ contacts on gender-based violence. Most of these contacts were made by girls (53%).

Harmful traditional practices include forms of violence which are defended on the basis of tradition, culture and religion. This type of violence is caused by norms and hierarchy and it is carried out without the consent of victim. These practices include: female genital mutilation, early marriage, acid violence, cosmetic mutilation, honour crimes, female infanticide, ritual sexual slavery and many others⁵⁸. During 2012 and 2013, child helplines in the Programme countries have received 824 contacts on harmful traditional practices. Most of these contacts were made in Zambia (609), followed by Nepal (108) and Pakistan (107). The majority of the contacts regarding harmful traditional practices were made by girls (54%).

⁵⁵ Global Protection Cluster. 2010. Handbook for Coordinating Gender-based Violence Interventions in Humanitarian Settings. Available at: http://www.unicef.org/protection/files/GBV_Handbook_Long_Version.pdf. ⁵⁶ L. Heise*, M. Ellsberg, M. Gottmoeller. 2002. A global overview of gender-based violence. Available at: [http://www.ijgo.org/article/S0020-7292\(02\)00038-3/abstract](http://www.ijgo.org/article/S0020-7292(02)00038-3/abstract). ⁵⁷ Child helplines in Ghana, Liberia and Sierra Leone were not able to provide data on contacts received, due to no services existing ⁵⁸ Global Protection Cluster. 2010. Handbook for Coordinating Gender-based Violence Interventions in Humanitarian Settings. Available at: http://www.unicef.org/protection/files/GBV_Handbook_Long_Version.pdf.

Domestic violence includes all acts of physical, sexual and psychological violence that occur within the family. Child helplines involved in the Girl Power Programme were contacted more than 900 times by children asking for help regarding domestic violence. CHI's data shows an increasing number of contacts on this issue among girls (58%). Most of the contacts were made in Pakistan, Nepal and Zambia.

One of the most worrying trends emerging from the data collected by CHI during the past 10 years is the increasing number of contacts regarding child trafficking and exploitation⁵⁹. Child trafficking and sexual exploitation is a serious issue and over 5,700 contacts were received by seven⁶⁰ child helplines during 2012 and 2013. Most of these contacts were made by girls (53%).

Child marriage continues to be a regular practice in some countries. Girls who marry young are at greater risk of domestic violence, sexually transmitted diseases, dropping out of school, and death during childbirth⁶¹. CHI data from Programme countries indicates that 1,391 children were forced into early unions in 2012 and 2013. In these cases, child helplines in the region have counselled the child or young person's parents to reconsider their illegal decisions and ensure that their child has at least completed their schooling before the union takes place.

Child helplines around the world play a pivotal role in the eradication and prevention of gender-based violence, by protecting children and young people from these harmful practices and by educating their communities and families so that further harmful practises are banished from cultural norms.

Naba's story:

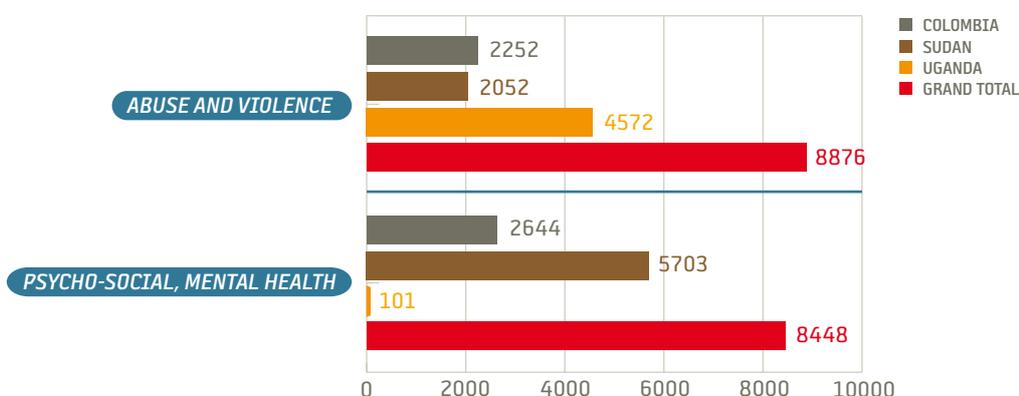
Naba (9) is an orphan, who was employed as a domestic worker, and who was treated cruelly by her employer. Her employer was torturing her with a hot iron and cutting and piercing her skin. One of the neighbours witnessed Naba being abused and contacted the child helpline. The child helpline counsellor reported the case to the police and girl was immediately rescued.

After a long recovery period at a local hospital, Naba was adopted by a kind and caring family, and started to attend school. Her employer was imprisoned and had to compensate Naba by paying for her education.

⁵⁹ <http://www.childhelplineinternational.org/resources/data/10th-anniversary-publication/> ⁶⁰ Bangladesh, Bolivia, Ethiopia, Nepal, Nicaragua, Pakistan and Zambia ⁶¹ Susanne Louis B. Mikhail. 2002. Child marriage and child prostitution: Two forms of sexual exploitation. Available at: <http://www.tandfonline.com/doi/abs/10.1080/13552070215896>; Nawal M Nour. 2009. Child Marriage: A Silent Health and Human Rights Issue. Available at: <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2672998/>.

The Conn@ct.Now! Programme - Reaching the children in conflict and post conflict zones

29. Number of Contacts on Abuse and Violence and Psycho-social and Mental Health Issues in Conn@ct.Now! Countries



CHI does not have data for Burundi and South Sudan

Children are often the direct victims of conflict, and within the chaos created by it, are often unable to defend themselves, becoming easy targets for different types of exploitation and abuse. Some of them are imprisoned, whilst others are armed and forced to become child soldiers.

Conflict violates every right of a child whether it is the right to development, the right to health and education, the right to grow within a family and the right to be protected. It is estimated that over 2 million children were killed in conflicts around the world during the past decade, over 1 million orphaned or separated from their family, over 4 million were disabled and over 12 million were left without a home.⁶²

Reach the unreached and hear the unheard is the main goal of the Conn@ct. Now! Programme. The Programme is implemented in five countries that are no stranger to conflict: Burundi, Colombia, Sudan, South Sudan and Uganda.

Conflict and post conflict zones are not easily accessible, and millions of children who are in a need of psychological support and protection can be ignored. However, rapid technological development is changing this situation. Sometimes, telecommunications structures in the conflict and post conflict zones are undamaged, allowing child helpline services to connect with those who are distressed and in dire need of counsel, support, referral and in some instances intervention.

Child helplines data shows that during 2012 and 2013 child helplines in Conn@ct.Now! Programme countries received more than 150,000⁶³ contacts from children and young people seeking counsel, assistance and referral. Most of these contacts were made by telephone, followed by out-reach and walk-in centres. The most common reasons for contacting helplines were physical health (45%), family relationships (11%), psycho-social and mental health (10%) and abuse and violence (10%).

Almost half of all contacts received by Conn@ct.Now! Programme countries were because of physical health issues. Children and young people called helplines to discuss their concerns about illnesses (60%) and problems regarding barriers in trying to access health care services (40%).

⁶² UNICEF, 'Les enfants dans les conflits armés et les situations d'urgence'; The State of the World's Children. 1996. Children in war. Available at: <http://www.unicef.org/sowc96/cover.htm>. ⁶³ Data was submitted by Colombia, Sudan and Uganda. Due to no services currently existing, data was not submitted by Burundi and South Sudan.

Boredom (60%), purpose of life (10%) and fear and anxiety (10%) were the most common psycho-social and mental health issues that children spoke to counsellors about. The majority of the contacts regarding boredom were made in Colombia (76%) however almost all of the contacts regarding purpose of life were made in Sudan (88%). The Ugandan data did not specify the exact reasons for contact regarding mental health issues.

Children and young people also wanted to express their concerns about problems that they faced in their family, such as relationship issues with parents (35%), separating families (18%), and child maintenance and support (16%). The majority of calls regarding relationship issues with parents came from Colombia (54%) and majority, whilst those regarding child maintenance and separated families, came from Sudan (97% and 85% respectively).

Abuse and violence ranked as the third most common reason for contact. Child helplines in Colombia, Sudan and Uganda were contacted more than 8,000 times during 2012 and 2013 about issues regarding neglect (28%), physical abuse (27%), emotional abuse (27%) and sexual abuse (17%). Between these three countries, neglect (75%), physical (65%) and sexual abuse (81%) were the biggest issues in Uganda, while the most if the contacts relate to emotional abuse came from Sudan (81%).

Child helplines can have a crucial role in providing the necessary assistance, support, and referral to children and young people in conflict zones, and should be recognised as pivotal structures in child protective systems that allow children to be heard, to exercise their rights and to access the services that they are entitled to.

Adriana's Story:

A neighbour called Adriana contacted the child helpline because she was worried about the living situation of five siblings in her neighbourhood, who were neglected and abused by their mother and grandmother. Rosy, Nestor, and Johnny, were selling lottery tickets on the streets and they were accused of several theft cases. The two younger sisters (Ana and Leidy) attended school sporadically, and when they did, they did not wear shoes because they didn't have any. After Adriana reported the case, the child helpline gathered enough information in order to refer the case to the relevant child protection services. One week later, the five children were placed in a children's protection home, where they were protected and cared for.

Child Helpline International (CHI) is the global network of 179 child helplines in 143 countries (May 2013). CHI supports the creation and strengthening of national free of cost child helplines around the world and uses child helpline data and knowledge to highlight gaps in child protection systems and advocate for the rights of children.

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Disclaimer:

CHI's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child (UN CRC), including children's right to privacy and protection from harm. To preserve the trust and confidence children place in child helplines every day and all details and information about individual children cited in this report have been removed or altered. Although cases and quotes are real, the names of children and young people are not.

This publication is based on the analysis of information received from 126 child helplines during 2012 and 2013, in the CHI network around the world. This data was obtained through CHI's data questionnaire that was given annually to the child helplines. The conclusions and statements are based on this information and they do not capture the full scope of practices and policies of all countries and cases handled by child helplines and other child protection organisations at the national level.

The percentages for reasons of contacts shown in this publication are based on contacts made to child helplines when the exact reason for contact is known. In many cases where reasons are not specified, child helplines document this information in the questionnaire as 'unspecified other' or 'unknown'.

During 2012, and 2013 child helplines around the world received more than 28 million contacts. Notably only 13.8 million of these contacts were documented in the data showcased in this publication. Many of these contacts were documented as request for information or unknown/unspecified other.

The percentages in the cells of tables and graphs in this publication have been rounded to a maximum of two significant figures and do not make use of decimal notation. As a result, the percentages of the individual (sub-) categories do not always add up to one hundred per cent. The exact figures can be requested through our secretariat.

www.childhelplineinternational.org

Child Helpline International (CHI) is a global network of 179 child helplines in **143 countries** (May 2014), which together receive approximately **14 million contacts** per year from children and young people in need of care and protection. CHI supports the creation and strengthening of national free of cost child helplines around the world, and uses child helpline data to highlight gaps in child protective systems; and to advocate for the rights of the child.



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