

Voices

during the Covid-19 Pandemic

The impact on children, young people
and child helplines around the world



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Disclaimer

Data presented and statements made 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 exact data can be requested from Child Helpline International.

Child Helpline International's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child, including children's right to privacy and protection from harm. To preserve the trust and confidence children and young people place in child helplines every day, any personal details cited in case summaries has been altered and anonymised.

Contents

Foreword	3
Executive Summary	4
The Numbers	
Contacts from Children and Young People	6
The Voices behind the Numbers	
Children and Young People impacted by Covid-19	12
The Numbers	
Child Helpline Operations	18
The Voices behind the Numbers	
Child Helplines impacted by Covid-19	20
Child Helplines: Solutions and Strategies	22
Conclusions and Key Recommendations	24
Our Child Helpline Members Around the World	26

Foreword

The Covid-19 pandemic has upended children's lives everywhere. Children report feeling anxious and insecure in the context of lockdowns and school closures, as parents deal with their own mental and emotional stress. These pressures come at a time when children have been cut off from many of the positive and supportive relationships they turn to when in distress, including at school, in the extended family and in the community; and family and child welfare services upon which many rely have been interrupted.

According to [UNICEF research](#), some 1.8 billion children live in the 104 countries where violence prevention and response services have been disrupted due to Covid-19. Child protection case management and home visits for children and women at risk of abuse most commonly face disruption, with over half of countries reporting suspensions or significant drops in these services. Of all services, child helplines have proved to be the most resilient: only 12% of countries reported disruptions in child helpline services, which were mostly addressed by mitigation measures.

Child helplines are an integral component of the larger child protection system. These services are often an entry point for many children and adolescents into such systems and a mechanism by which they can speak out and have their voices and concerns heard as well as receive assistance, counselling, intervention and referrals when they are in need. Child helplines are relatively easy and cost-effective to establish. Unlike other formal child protection reporting mechanisms (through schools, police, child protection authorities or health care centres), child helplines offer a clear advantage as they provide a confidential channel for children to speak openly and receive advice without confronting the formalities of a child protection system. Child helplines also present the opportunity to capture cases of violence from particularly vulnerable populations of children who have very limited access to, or are afraid to reach out to, formal reporting mechanisms. [Analysis of data](#) from national child helplines confirms a drastic increase in the number of contacts from children and young people that coincides with the onset of the pandemic. This finding suggests that such services are a critical lifeline for many children during times of crisis.



In 2020, UNICEF partnered with Child Helpline International to strengthen national child helplines as an essential component of the Covid-19 response. UNICEF supported at least 48 countries to extend service availability over the course of the year. We learned that since child helplines are less likely to be disrupted than other child protection services following containment measures, they are a critical platform to provide counselling and support to children, to report and refer cases of violence, and to provide data to track use of services. Accordingly, they should be strengthened and equipped with sufficient resources and staff to handle increased demand for services during an emergency and make necessary referrals. Understanding the reasons why children contact child helplines by establishing accurate and reliable reporting systems is a necessary first step to interpreting any changes in their use.

The effectiveness of child helplines in meeting the diverse needs of children in distress is limited by the availability of specialised referral services. These services need to be recognised as essential, and innovative solutions found that facilitate and promote access for children under containment measures. Efforts should also be made to raise public awareness of the existence of child helpline services even more during times of crisis. Investments are also needed to address disparities in global connectivity and access to devices by children, and limited capacities to provide services across countries.

UNICEF is proud of the results achieved for children through its partnership with Child Helpline International and is committed to leave a legacy of more resilient front-line services for children in distress.

Cornelius Williams

*Associate Director & Global Chief of Child Protection,
Programme Division, UNICEF*

Executive Summary ≡

Every child and young person has the **right to be heard**, the **right to protection** and the **right to access essential services**, free from bias or other barriers. Child helplines play a **crucial role** in enforcing and promoting children's right globally. This was **more true than ever as the Covid-19 pandemic gripped the world in 2020**.

We surveyed our child helpline members in order to understand the **impact the pandemic has had**, not only on the children and young people who contact child helplines, but also on the child helplines' operations. We undertook **four quarterly surveys** covering the whole year (January to December 2020). This report presents our findings, the conclusions that can be drawn from these findings, and key recommendations to ensure that child helplines can continue their vital work.

These special surveys revealed that, globally, our child helpline members received **25% more contacts in 2020 as compared to 2019** (see page 8). **Violence** and **mental health** were important reasons for contact globally in 2020, as they already were in 2019. However in 2020, requests for **information about Covid-19**, and contacts relating to **family relationships**, **access to essential services** and the caller's **own physical health** emerged as the other main reasons for making contact.

The child helplines who participated in this research also reported that their **operations had been noticeably impacted by the Covid-19 pandemic** (see page 18). This impact related both to an **increased demand** from children and young people and to the various national **restriction measures** put in place in response to the pandemic.

Most importantly, the vast majority of child helplines proved to be extremely resilient and they were able to continue their operations. 94% of the respondents indicated that they remained operational.



Key recommendations

More than ever, our key recommendations ensure that child helplines can continue to play this vital role (see page 24):

#1

Every child should have free and unrestricted access to child helpline services, including particularly vulnerable children

Child helplines should be **accessible to all children and young people**. Governments and the ICT sector have a role to play to ensure that they are. The Covid-19 pandemic has particularly highlighted the **need for child-friendly, remotely accessible services**.

#2

Structured partnerships and referral pathways are needed to eradicate violence against all children

Child helplines have a **crucial role** to play in ensuring children's safety as they are frequently the first point of contact for children and young people facing violence. **This is likely to be even more the case during the current Covid-19 pandemic and other emergencies**. Once that first contact has been established, children and young people in need of protection should be effectively referred to relevant services. **Structured partnerships are needed to establish clear referral pathways and interventions to protect children**, and ensure that they **inform prevention and violence responses**, including in times of emergency.

#3

Quality and sustainability of child helplines is crucial to ensuring children's rights

Long-term funding for child helplines is essential to ensure sustenance of their operations and the consistent improvement of the quality of services offered. Governments should thus provide long-term funding to facilitate high-quality and sustainable child helplines. Telecoms and the ICT industry should waive costs where possible.

#4

Child helpline data and youth participation should inform policy and decision-making that affects children's lives

Children's voices should not only play a role in shaping child helpline services, but should **inform decision-making at the highest levels**. Governments, INGOs and other children's rights and child protection actors should promote **strong research activities** and **effective child and youth participation practices** to ensure that services and policies affecting young people are relevant to their lives and uphold their best interests as enshrined in the UNCRC.



THE NUMBERS

Contacts from Children and Young People



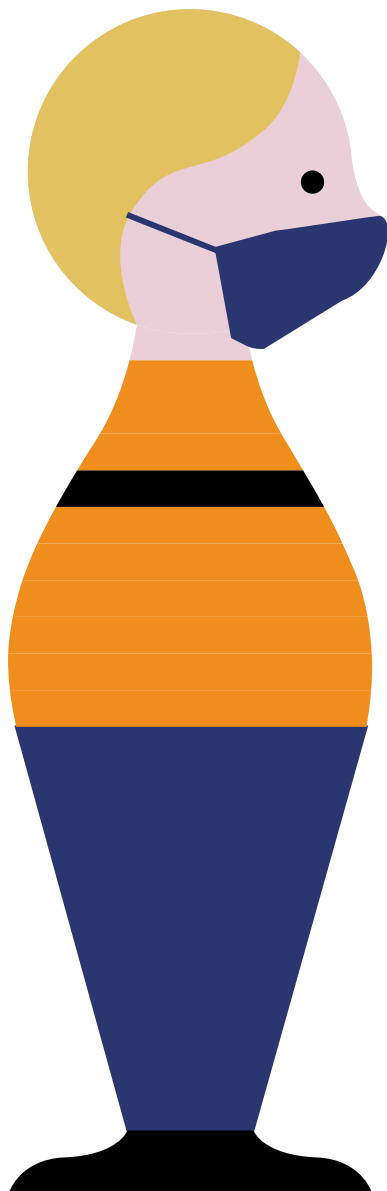
Methodology

We surveyed our child helpline members in order to understand the **impact the pandemic has had** not only on the children and young people who contact them, but also on the child helplines' operations. We undertook **four quarterly surveys** covering the whole year (January to December 2020). We asked our child helpline members to provide the monthly number of contacts and quarterly information about these contacts and about the child helplines' operations. When relevant, we also provide 2019 data in order to serve as a baseline for comparing the 2020 data, shedding light on the impact of Covid-19.

Respondents

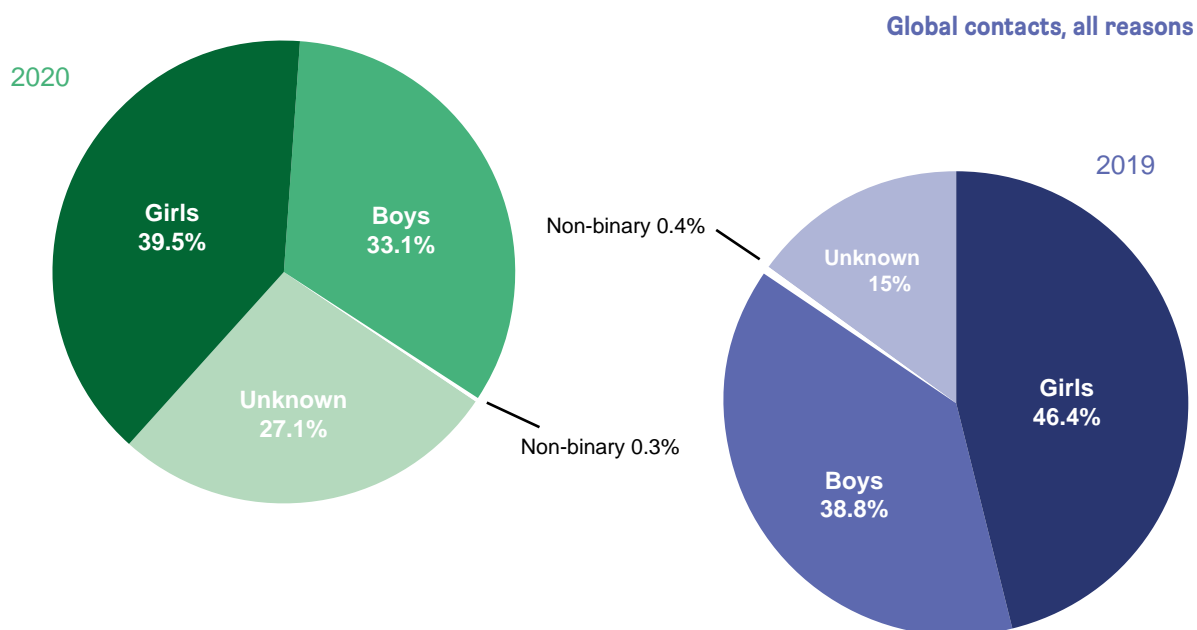
We received submissions from 78 individual child helplines, which represents 58% of our full membership and 68 countries across five regions. 50 of these child helplines submitted data for all four quarterly surveys, which represents 37% of our full membership and 48 countries across five regions. The number of respondents is reported for each analysis and varies due to missing data.

It should be noted that a likely reason some of our child helpline members did not submit data is because their operations were affected by the pandemic in such a way that **submitting data was not possible**. These child helplines are therefore likely to be those **most affected** by the pandemic. This effectively reduces the impact we have been able to estimate from the data we did collect.



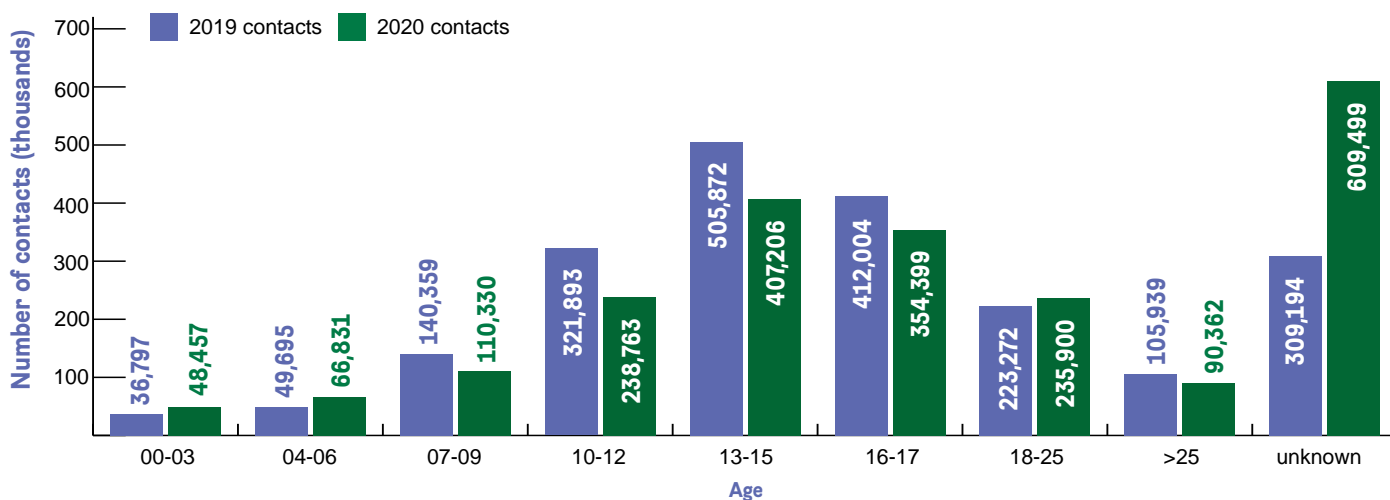
Gender

The gender distribution of children and young people calling child helplines in 2020 was roughly similar to 2019. A global trend is that child helplines tend to receive slightly **more contacts from girls than from boys**.



Age

The age distribution of the children and young people who contacted child helplines in 2020 was broadly similar to the 2019 age distribution. For the age groups 0-3 and 4-6, numbers refer to contacts made by adults on behalf of these children.



Number of contacts received by child helplines globally

For this section only child helplines that submitted data on their total number of contacts for all four quarters of 2020 are included. The number of responding child helplines is n=50.

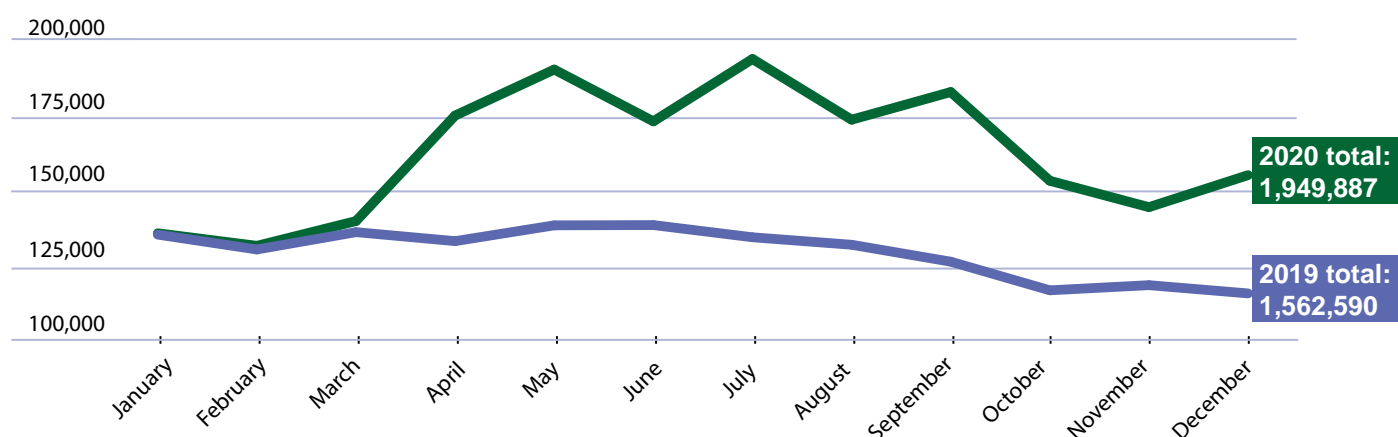
Key take-aways:

- The number of contacts received by the child helplines **during the first three months of the year** (January, February and March, before the pandemic really took hold) were **similar in 2019 and 2020**.
- There was an **increase in the number of contacts in April 2020** compared to April 2019.
- This increase **remained for the rest of 2020**, compared to 2019.
- In 2019, the number of contacts tended to decrease slowly through the year from July. While that decrease was also observed in 2020, the number of contacts **remained higher than in 2019** throughout the year.
- Overall, the child helplines reported a **25% increase** in the number of contacts from children and young people from 2019 to 2020.



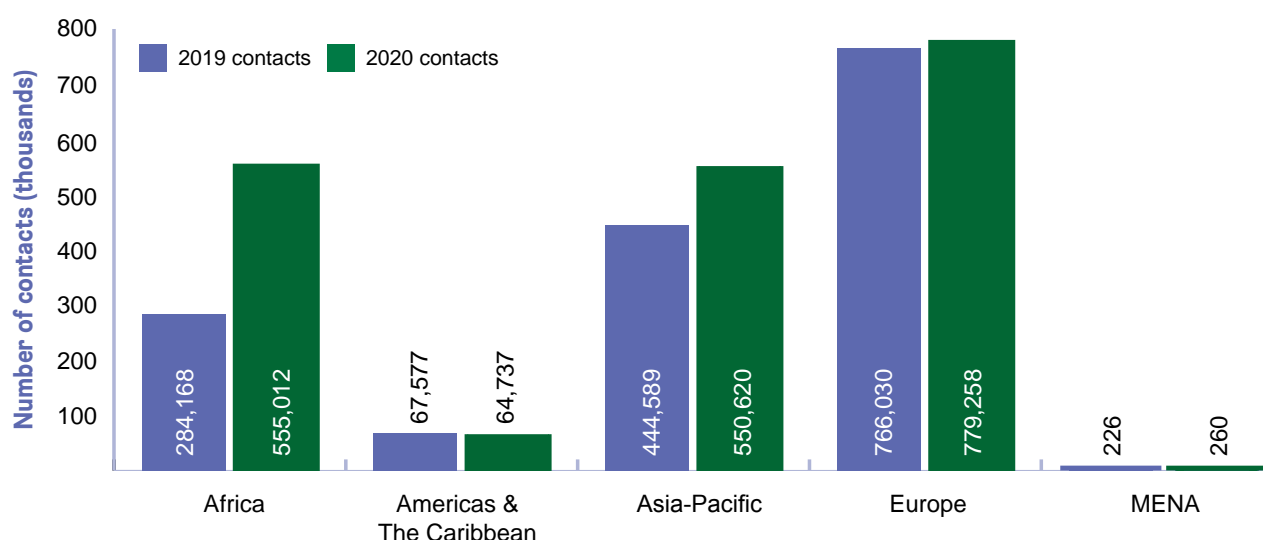
	2019 (n=50)	2020 (n=50)
January	135,822	136,266
February	130,944	132,145
March	136,630	140,279
April	133,684	174,907
May	138,869	190,003
June	138,958	172,997
July	134,949	193,462
August	132,494	173,537
September	126,938	182,620
October	117,543	153,491
November	119,232	144,836
December	116,527	155,344
Total for year	1,562,590	1,949,887

Total number of contacts, all reasons for contact



Number of contacts received by child helplines in the different regions

- The African region saw the **largest increase in the number of contacts received** in 2020 compared to 2019 (**95% increase**). Eight out of the nine countries in this region who responded to our surveys experienced this increase.
- The Americas & Caribbean region saw a **slight decrease** in the number of contacts received (**4% decrease**). The four countries in this region who responded to our surveys were split evenly between those who experienced increases and those who experienced decreases, overall observing relatively small changes.
- The Asia-Pacific region saw a **general increase** in the number of contacts received (**24% increase**), 71% of the countries in the region observed an increase, and none saw a decrease.
- The European region, on average, saw a **slight increase** in the number of contacts received (**2% increase**). We observe a significant split in this region, however, with 41% of the child helplines who responded to our surveys experiencing an increase and 52% experiencing a decrease in 2020.
- Only one child helpline reported data from the MENA region. It saw a **15% increase** in contacts in 2020.



Can stringency of measures explain increases in the numbers of contacts?

In an attempt to better understand differences between countries whose child helplines saw increases in contacts and those that saw decreases, we looked at the **strictness of pandemic measures in place** in the countries.

The Covid-19 Stringency Index is a composite measure reflecting the strictness of the measures in place to contain the pandemic in a country at a given time (including school closures, travel bans, public health information)*. It ranges from 0 to 100 (100= strictest). We tested the relation between the yearly average of that Stringency Index for each country we obtained data from for all of our surveys, and the difference in the number of contacts received by the child helplines between 2019 and 2020.

The data shows that whether child helplines saw an increase or a decrease in contacts was **unrelated** to the level of stringency in that country**. This suggests that other factors explain why some saw a decrease in contacts and others saw an increase. For example, decreases could be due to the presence of Covid-19 specific helplines, to lockdowns creating difficulties accessing child helplines that only offer telephone contact. Increases could be due to renewed promotion of child helpline services or increased operating hours.

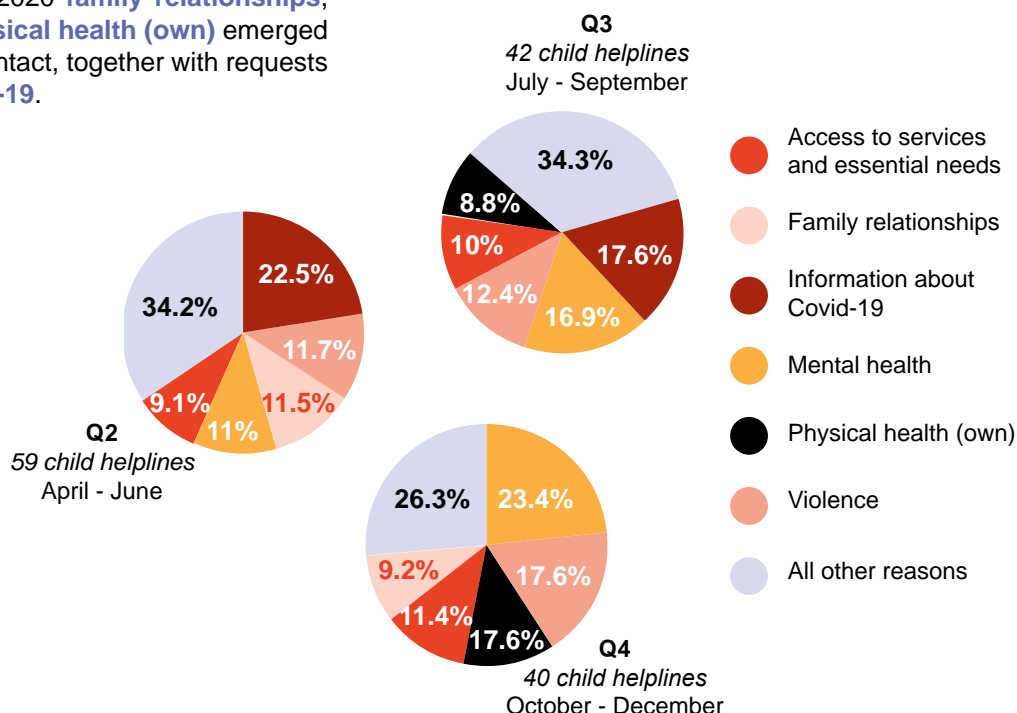
* <https://ourworldindata.org/grapher/covid-stringency-index>

** We ran a linear regression model and found that relation to be non-significant: $\beta = -.45$, $t(44) = -.35$, $p = .72$.

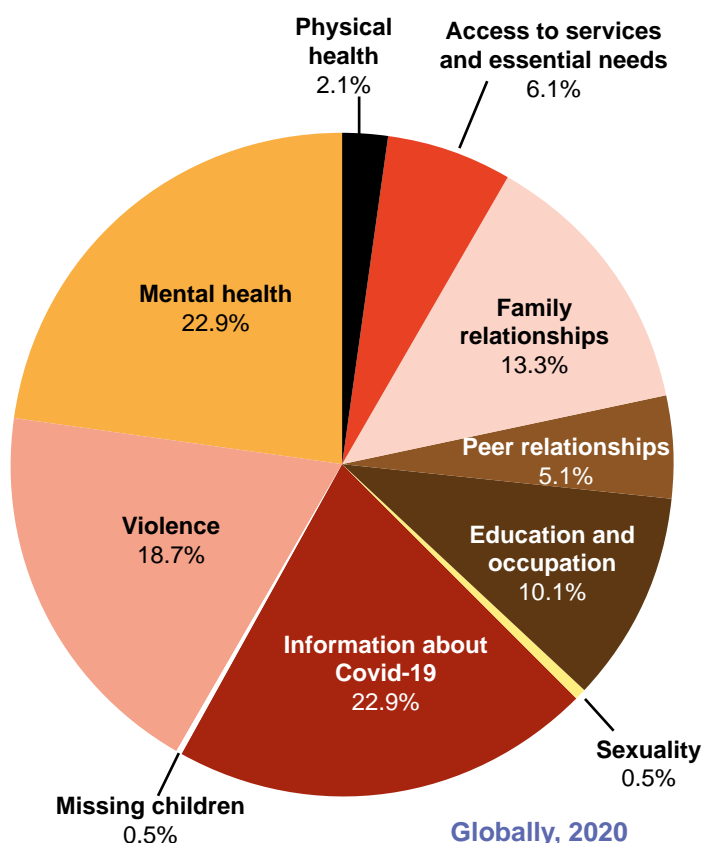
Reasons for contact: Globally

Violence and **mental health** were globally the main reasons for contact in 2020, just as they were in 2019. However, unlike in 2019, in 2020 **family relationships**, **access to services** and **physical health (own)** emerged as key reasons for making contact, together with requests for **information about Covid-19**.

NB. No data was requested for the Q1 period.



In order to better understand the content of these contacts, we asked child helplines to provide a textual description of the reasons why children and young people had reached out to them. We then coded these text descriptions as a function of our data framework. The results of this **qualitative data analysis** are broadly similar to the results from the quantitative data presented above, showing that **mental health**, **violence**, **information about Covid-19** and **family relationships** were the main reasons for contact. We noticed the addition of **education and occupation**, as educational institutions transitioned to remote classes and e-learning approaches.



Reasons for contact: Regionally

We compared the distribution of reasons for contacts in 2020 to the distribution observed in 2019 in order to highlight the similarities and differences in the reasons why children and young people have been contacting child helplines during the pandemic.

We note that in Africa, **physical health (own)** and **violence** are still two of the five main reasons for contact. However, **information about Covid-19**, **education and occupation** and **family relationships** all see an increase, and replace **access to services and essential needs**, **mental health** and **peer relationships** in the five main reasons.

In the Americas and the Caribbean, the five main reasons are consistent with 2019, with the addition of **information about Covid-19** as the primary reason. **Violence**, **mental health**, **family relationships** and **peer relationships** are the following main reasons for contact.

In Asia-Pacific, we see that **family relationships** and **information about Covid-19** emerge as main reasons for contact, whereas **missing children** and **mental health** are no longer in the five main reasons. **Access to services and essential needs**, **physical health (own)** and **violence** remain as main reasons.

In Europe, the five main reasons are consistent with 2019, with **mental health** remaining the largest reason for making contact, followed by **family relationships**, **violence**, **peer relationships** and **sexuality**. Notably, Europe is the only region where **information about Covid-19** does not emerge as a key reason for contact.

Finally, in the MENA region **physical health (own)** emerges as a key reason for contact, alongside **information about Covid-19**, which became the main reason for contact in this region. The other reasons for making contact remaining in the five main reasons in 2020 are **mental health**, **violence** and **family relationships**.

In essence, the data shows that violence remains a top reason for contact across all regions, with family relationships emerging as a main reason for contact in all five. Seeking information about Covid-19 is one of the five main reasons for contacting a child helpline in all regions except for Europe, and is the main reason in three of those regions.

Main 5 reasons for making contact, Q2 - Q4 2020 (with changes in ranking compared to 2019)

	Africa	Americas & The Caribbean	Asia-Pacific	Europe	MENA
1	Info about Covid-19	Info about Covid-19	Access to services	Mental health	Info about Covid-19
2	Physical health (own)	Violence	Info about Covid-19	Family relationships	Mental health
3	Violence	Mental health	Violence	Violence	Violence
4	Education & occupation	Family relationships	Family relationships	Peer relationships	Physical health (own)
5	Family relationships	Peer relationships	Physical health (own)	Sexuality	Family relationships

Contacts that were directly related to COVID-19

With many countries enforcing national lockdowns as a response to the coronavirus pandemic, child helplines were often the **only service available to children and young people in need of support**.

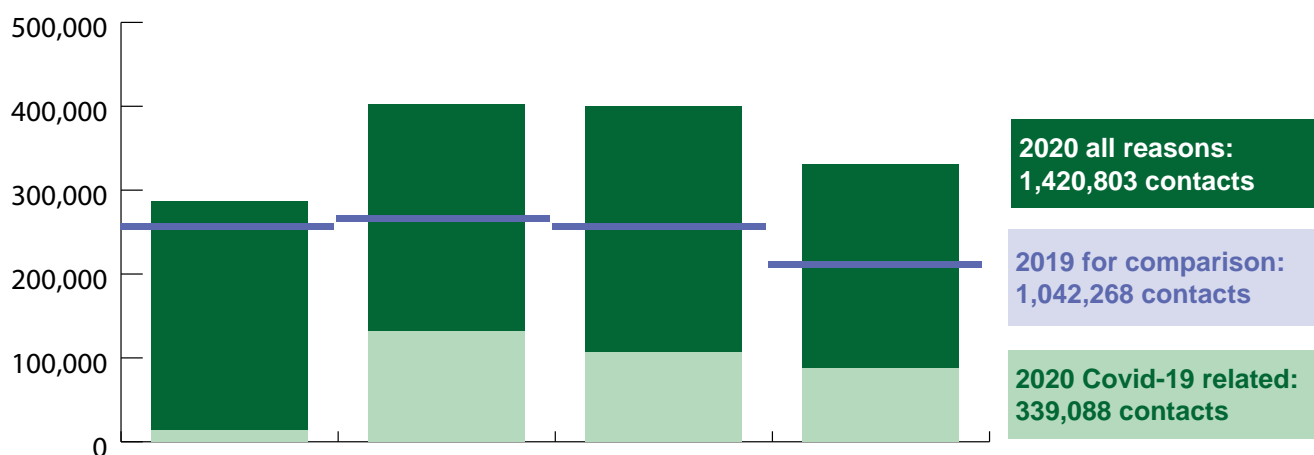
We asked our respondent child helplines to provide information on contacts relating specifically to Covid-19. 27 child helplines were able to submit data on these contacts across all four quarters of 2020.

Key take-aways:

- **Low numbers** of Covid-19 contacts in the first quarter of 2020 (January - March), as could be expected: **13,572 out of 286,654 contacts (4.7%)**.
- **Drastic increase** in numbers of Covid-19 contacts in the second quarter (April - June): **131,507 out of 402,197 contacts (32.7%)**.
- **Small decrease** in numbers of Covid-19 contacts observed during the third quarter (July to September): **106,725 out of 400,489 contacts (26.6%)**.
- **Further slight decrease** in numbers of Covid-19 contacts observed during the fourth and final quarter (October to December): **87,284 out of 331,463 contacts (26.3%)**.

Percentage of contacts in 2020 relating to Covid-19

	All reasons	Covid-19 related	(%)
Africa (5 respondents)	475,817	72,776	15.3%
Americas & The Caribbean (4 respondents)	24,594	7,130	29%
Asia-Pacific (4 respondents)	486,608	171,316	35.2%
Europe (15 respondents)	433,784	87,866	20.3%
Total	1,420,803	339,088	23.9%



Actions taken by child helplines

Child helplines do much more to protect and empower children and young people than talking to them on the phone or responding to them in an online chatroom. In many cases, child helplines will take further actions to help, support or protect the contacts. These can be **direct interventions by the child helplines**, for example, or various **referrals to other services**. We asked our respondent child helplines to provide information on the number of actions they took for Covid-19 related contacts that went **beyond the provision of support during the contact**. The total number of individual child helplines who submitted data on “Actions Taken” for any one of the four quarters of 2020 was 63.

According to the data submitted by these 63 child helplines, **over 600,000 children and young people throughout the year received some form of support** from the child helpline they contacted beyond the initial contact. The data shows that **direct interventions by the child helplines (52% of all actions taken)** and **recommendations of resources (14%)** were the main actions taken. In particular, **direct interventions** were the actions most frequently taken in the African, Asia-Pacific and MENA regions, whereas **recommendations of resources** were the main actions taken in the European and Americas & Caribbean* regions. The other main actions taken in 2020 were **referrals to general healthcare professionals (9% of all actions taken)**, **referrals to child protection agencies (8%)** and **referrals to law enforcement agencies (7%)**.

**Americas and the Caribbean reported the highest number of actions taken in the category “Other”, which for the purposes of understanding the actions taken was excluded from this analysis. “Recommendations of resources” was formally the second main action taken in the region.*

	Totals	Main action taken in:
Direct interventions	334,566	Africa, Asia-Pacific, MENA Americas & The Caribbean*, Europe
Recommendations of resources	92,234	
Referrals to general healthcare professionals	57,281	
Referrals to child protection agencies	53,200	
Referrals to law enforcement agencies	43,889	
Referrals to other organisations	37,987	
Referrals to school counsellors	8,923	
All other actions	10,278	
Total actions taken	638,358	

Direct interventions: A staff member or a volunteer from the child helpline provided help or support to the contact in person. Examples could include collecting a child or young person and taking them to a shelter, accompanying them on an appointment with a counsellor or health care professional, or providing therapy to them on the child helpline premises .

Recommendations of resources: The child helpline gives the contact information of a relevant agency to the child or young person, for them to contact themselves. This is also known as a “soft referral”.

Referrals: The child helpline refers the child or young person to various external agencies or services.

THE VOICES BEHIND THE NUMBERS

Children and Young People impacted by Covid-19



"My parents are spending all their money on vodka, and we'll have nothing to eat..."

A 15-year-old girl said she was ashamed of what was happening in her life. Her father had been working abroad, but had to return home because of the Covid-19 pandemic. Ever since national quarantine measures had been adopted, her parents had been purchasing vodka from neighbours every day. She was very concerned that her parents would spend all the money on drinks and their family would have nothing to eat. The girl said she felt very embarrassed about "complaining" about her parents, but the counsellor supported her and calmed her down, and explained that she had done absolutely the right thing by calling the child helpline to discuss her concerns. The counsellor suggested that the girl might try talking about the situation with an adult she trusts and, if possible, to stay with relatives until the end of the quarantine. The counsellor officially notified the juvenile protection department of the national police and the child services in the region where the girl lives, so that the respective bodies would be able to promptly verify and properly react to the information received in order to protect the child.

"I can't think of anyone else I'd be able to go and live with while this pandemic is going on..."

A young man contacted the child helpline because he was having a hard time staying at home with his parents during the Covid-19 pandemic. He had graduated high school a year ago but had been unable to find a job after dropping out of college. Now that there were pandemic measures to take into account as well, he was feeling increasingly depressed and anxious, and tension was building now that his entire family were cooped up in their house together all the time. He had thought about leaving home but suspected that any friends or family he might have tried to stay with probably wouldn't be open to taking him at the current time. The young man said he felt even more like a failure now than he had done, and wasn't sure how much more he could take. Together with the counsellor he was able to identify some support options as well as discuss some coping strategies for himself, including downloading a mindfulness app. The young man eventually decided he was going to wait until he had a plan and a means to support himself on his own before taking any other steps to leave home.



Quarter 1

January

A new virus appears...

"I never knew my father could be like this until he had to stay at home all the time..."

A 15-year-old girl called to say she was being abused by her father now that he was at home all the time. She had never seen him this much before, and was having to deal with his bad temper and anger issues. The counsellor asked her if there was any way of avoiding him, by staying in her room for example. They also advised her to tell her mother that she was being hit by her father. The counsellor told her that the family protection unit of the police could intervene if the abuse continues. The girl said she wanted to report her father, and has now done so.



March/April
Schools close,
countries seal
borders...

March
The virus
spreads,
cases
multiply...

"Because of Covid she sends me out to sell things instead of her own children..."

A 9-year-old child was being forced by her aunt to go out and sell vegetable produce, even though the government had imposed strict measures that limited public movement and had introduced compulsory wearing of masks in public. In order to protect them from being exposed to Covid-19, her aunt had started to send her out instead of her own children. People started shooing the girl away when she knocked on their doors, which meant that the girl was taking home less and less money, and as a result was receiving beatings from her guardians. A concerned community member had alerted the child helpline about the situation, and in turn they alerted the police. The girl was retrieved, and social welfare services sought an alternative home care for her away from the guardian who was mistreating her.

Quarter 2

Quarter 3

"My father has died. What's going to happen to my mum and my brother, now that they have Covid-19 as well?"

A teenager girl called to ask for emotional support, as her 43-year-old father had just died from Covid-19. The girl was crying, and was in a state of high emotional distress. She was dealing with the fact that she could not be at her father's funeral as the family was in quarantine at home. She was also terrified about what might now happen to her mother and to her 9-year-old brother, as although so far asymptomatic, they had both also been infected by the coronavirus. The child helpline counsellor listened to the young girl and gave her time to mourn and to cry. The counsellor emotionally supported her through a discussion about the unusual situations the pandemic has caused for everyone. Together, they explored ways in which the girl could say goodbye to her father. They talked about losing loved ones and mourning for them, and the counsellor encouraged her to share her feelings with the rest of her family, and to seek their support.

"My mum is a nurse, and I'm scared she might get Covid-19 and give it to me..."

A 9-year-old girl was very stressed about getting Covid-19 because her mother worked as a nurse. She recalled the worst day of her life when her mother had had to stay in a separate room in their home, and she had not been able to do anything with her, or even sleep beside her. She had tried to cope by thinking about other things besides her mum. She told the child helpline counsellor that she felt happy that that time of separation was now over, but she still hated wearing a mask, and she was still worried about falling sick. The child helpline reassured her how she could practise good hygiene to keep herself as safe as possible from Covid-19.

May/June

**Race for vaccines,
second wave...**

"Can somebody please explain to my parents why it's good that I wear a mask?"

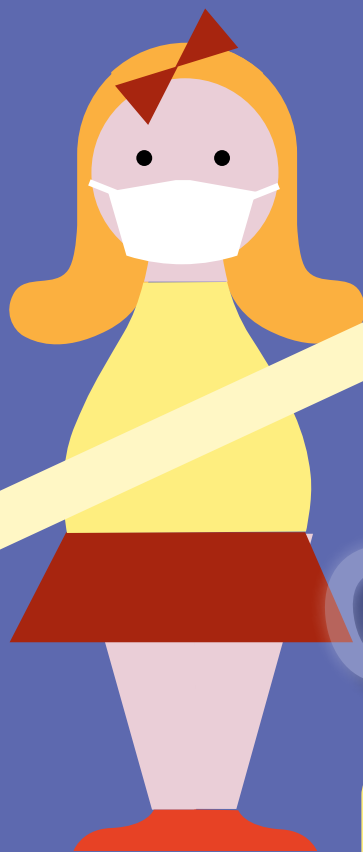
A 15-year-old boy contacted the child helpline, stating that his parents had stopped him and his two siblings from wearing masks because it made them look bad. The boy was concerned because Covid-19 is rampant in the country, and he feared that he or his siblings could get infected and die. He asked the counsellor for help, and the counsellor got in touch with a community health member to request that they contact the parents and give them some advice and information. A day later, the child contacted the child helpline again, to tell them that a man had visited their home and spoken with his parents about Covid-19. When he left, the boy's father immediately told the children to always wear their masks when going outside.

"That girl and her family have all been very ill with the coronavirus. Now, they are all starving..."

The child helpline had received information about a 14-year-old child whose family was in financial distress and needed support with food. The team found out that the entire family, including the child, her three siblings, and the parents (who were agricultural labourers) had all tested positive for Covid-19. After this they had been admitted for treatment in a nearby Medical College for over 10 days. Once they had been discharged they had been asked to quarantine at home for a further two weeks. However, with no work and what the family had already spent on hospitalisation, the family did not have any money to buy food. As a result they were all starving. The child helpline visited the family and brought them rice and other groceries. The parents and the children are in a much happier and safer situation again.

July

**Rise in
mental health
issues...**



December

New
mutations
and new
hopes...

Quarter 4

"Because of the coronavirus, I can't go and talk to anyone about the problems I'm having with my family..."

An 11-year-old girl contacted the child helpline via its online chat service because she was going through a bad time. She didn't feel like doing anything and she was crying every night. She felt that her life no longer had any meaning. When asked more questions about why she felt this way, she mentioned family problems relating to her sexual orientation, and the consequences of the Covid-19 pandemic, especially the difficulties it had brought in meeting with her peers who had been providing her with a support network. For as long as she could remember she had had romantic feelings towards both girls and boys, but most of her relatives were homophobic, and they often criticized her. They had told her several times that she was a disappointment to them all, and that it disgusted them to have a lesbian in the family. The girl did have one aunt who she identified as a protective figure, but this aunt lived in another town, but she had not been able to visit her or speak to her for a long time. Because of the coronavirus restrictions, she had nobody she could turn to for advice and support.

Together the girl and the child helpline counsellor started to look at ways as to how she could better cope with the uncomfortable situations she was finding herself in. But suddenly the girl had to abruptly say goodbye because her mother was calling her to lunch. Before the end of their chat, however, the counsellor showed her willingness to continue the conversation whenever the girl wanted or needed to. The girl replied that she would indeed get back in touch, and she thanked the counsellor. "Thank you very much. You are a great person".

"I just want to be able to hug my mum, cuddle my new sister, play with my dog again..."

An 11-year-old girl contacted the child helpline having just come home from hospital that day as she'd had Covid-19. She was sad and upset at the beginning of the chat, but didn't know why. The child helpline counsellor talked with her about what it had been like having Covid-19. The girl spoke about being in an empty ward, with no visitors and only seeing the occasional nurse. The counsellor told the girl that she was very brave to have gone through this experience on her own. Talking about how she had missed her family during this time, the girl explained that her mother was pregnant and about to give birth, so they hadn't been able to have any contact with each other for the past few weeks. The girl's father had been the only family member she'd had contact with over the past weeks. Her mum had given birth while the girl was in the hospital. Although she still had to wear a mask and wasn't allowed to have any physical contact yet, today had been the first time she had been able to be with her mother for weeks, and she was excited to have been able to meet her new baby sister for the first time. She also talked about her dog, who had been very excited to see her again today - while she had first fallen ill and been in isolation at home, her dog had cried outside her bedroom, scratching the door trying to get in to be with her.

By the end of the chat the girl was feeling much better. She hoped 2021 would be a better year, when she can be with her dog again, and hold and cuddle her baby sister and her mum. She was looking forward to the day she didn't have to wear a mask. Reflecting on how she'd felt at the beginning of the chat and how she felt by the end of it, she put her feelings of sadness down as just being part of her whole Covid-19 experience. She thanked the counsellor for helping her see that she had come through such a lot in recent times.

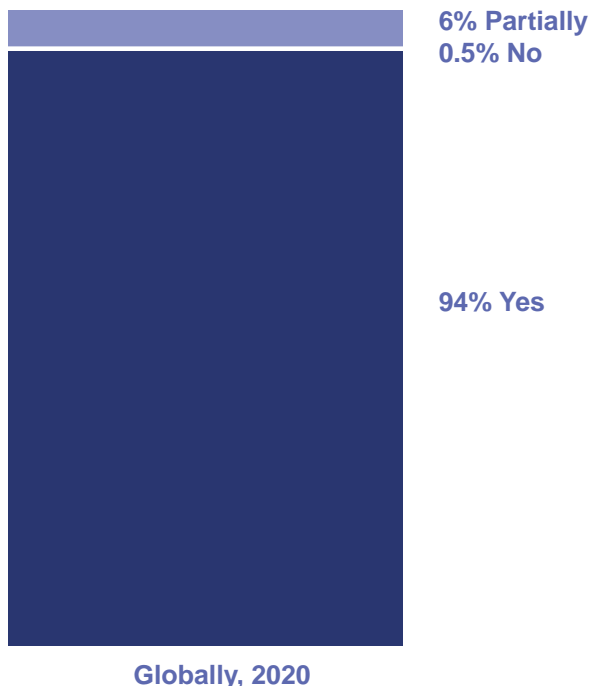
THE NUMBERS

Child Helpline Operations



While many child protection and social services were highly disrupted by the Covid-19 pandemic, **child helplines proved to be relatively resilient and able to maintain their services**. As the previous section showed, we observed a **global increase** in the overall number of contacts received by our members. In order to explore and understand how that increased volume of contacts has affected the operations of the child helplines, we asked the child helplines to assess the impact of the pandemic on their services. In this section, we provide both quantitative and qualitative data.

Question: Were you able to maintain services?



Impact on Child Helplines

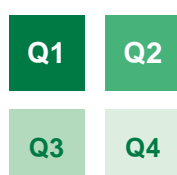
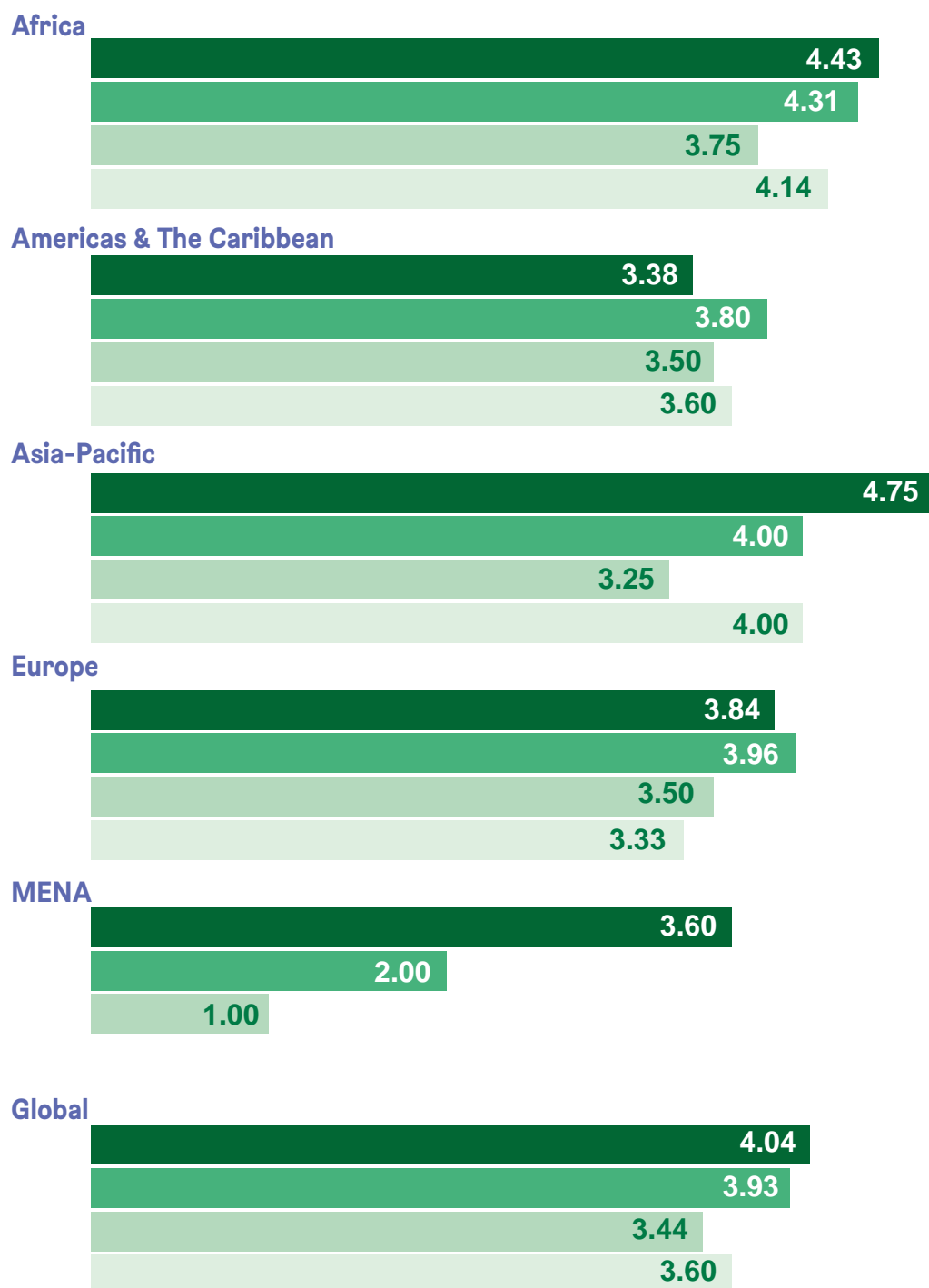
We asked our child helpline members to report on the impact the Covid-19 pandemic had had on various aspects of their operations. We asked them to provide answers on a scale that ranged from 1 to 7, whereby 1 indicated no impact at all, and 7 indicated a severe impact on the child helpline. The number of child helplines who responded to this part of our survey differed across each quarter, and at the question level. For the reported impacts of the pandemic on child helplines, the number responding was 70 in the first quarter, 54 in the second, 41 in the third, and 42 in the fourth and final quarter of 2020 (data shown on next page).

Our child helpline members across all regions recognised Covid-19's noticeable impact in 2020 (giving a global average of 3.8 on the scale 1 to 7). **Almost all of the child helplines acknowledged the heightened demand throughout the year and that it has not declined yet.** This heightened demand included a **surge in the number of calls and chat requests**. However, comparing all quarters at the global level, the reported impact tended to decrease as the year progressed.

The impact on child helplines included **staff shortages** due to transportation difficulties, or because of **staff members contracting Covid-19** and then needing to get tested and go into quarantine. Child helplines also noted new social distancing measures that no longer permitted employees to occupy buildings at full capacity, and following government safety measures, which has led to **higher costs and funding difficulties**.

Overall, the vast majority of our child helpline members across all regions continued to operate under the inhibiting effects of the pandemic. 94% of the respondents indicated that they were able to maintain their services.

Reported impact of the pandemic on child helplines (mean scores)



Scale:

1. Not impacted at all
2. Slightly impacted
3. Noticeably impacted
4. Moderately impacted
5. Very impacted
6. Strongly impacted
7. Extremely severely impacted

THE VOICES BEHIND THE NUMBERS

Child Helplines impacted by Covid-19

Child helplines had to adjust to the prolonged and constrained circumstances and noted how **remote working** allowed them to function throughout the entirety of the pandemic so far. One of the most noticeable impacts mentioned by the child helplines was their ability to maintain referral systems to other organisations, who were having more difficulties operating due to not being considered essential services.

We're working with a reduced staff, which increases the demands on working hours. For us, remote work has been carried out without any problems. However, the teams in the field to whom we refer situations have been affected in terms of their operations and the possibility of providing responses.



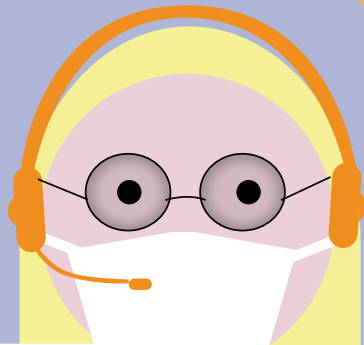
Our child helpline has been promoted by the government in this Covid-19 crisis. There have been campaigns for children and young people telling them to contact us if they need to. As such, we have received many more contacts, especially through our chat service.



There was an increase in the number of contacts (via call and chat) during the months of April, May and June. Consequently, there's been an increase in the number of cases requiring attention. Several organisations, offices, and local support services have been temporarily closed. These situations could lead to even more of an increase in the number of contacts.

Due to covid measures that have been put into place most service providers have had to introduce limited hours of operations, especially our referral partners where, in most cases, members of staff have to work from home. This makes referring clients very difficult and has impacted negatively on the quality of service we've been able to provide.

The in-person referral network is not operational, which means we're not getting a timely response to our referrals. On the other hand, the types of cases that we are receiving have become more complex, and we've had to spend more time on conversations and interventions.



We're incurring more costs in making sure that our counsellors are safe at the call centre, by providing training and more incentives to come to work, such as infrared thermometers, sanitizers and more headphones to avoid sharing.



There are too many cases! The capacity of reception becomes weak and there are even some cases of protection that we cannot manage at all because of the increase in calls. The number of staff we have is insufficient to manage all these cases, we need more working hours.



We're operating our services with limited human resources. Our referral mechanism is currently inactive, and we're facing challenges in family reintegration as well, because people are afraid to mix with each other again due to fears about Covid-19. There is one case where we've had to step back from family reintegration at one of our helplines altogether. During this time, we've also had to provide transportation for some counsellors to and from their shifts, to ensure their safety. Referrals to statutory organisations has been difficult, with many closing due to staff testing positive, or only returning to work in a staggered manner. That has resulted in us having trouble finding appropriate services for children.

THE VOICES BEHIND THE NUMBERS

Child Helplines: Solutions and Strategies



We asked the child helplines how they were able to cope with the impact of the pandemic, and what creative solutions they implemented in order to maintain their services. In the first half of the year, multiple child helplines emphasised the work-from-home infrastructure, the hiring of new staff, or the necessity of following health guidelines to ensure that there would be no hindrances to their services. By the second half of the year, the majority of child helplines mentioned that their strategy was to maximise efficiency through the remote working that they had initiated in the first quarter of 2020.

Our child helpline employed a number of strategies, including increasing the number of shifts and reducing the number of counsellors per shift to adhere to government measures to prevent spread of Covid-19. We used radio jingles and programmes to raise awareness of our services, and used interactive messaging through SMS to reach out and support clients. We also used IVR (Interactive Voice Response) for pre-recorded messages.

We replaced the switchboard, normally answered by volunteers, with a set of 3 automated options for young people, explaining how they can access support, including waiting to speak to a counsellor, and accessing support and resources via the child helpline website.

We reduced the number of people allowed to visit the telephone exchange. In addition, we complied with all safety measures in place in our country.

We extended online support group times. This meant that one advisor could support a group of people, more than if the advisor was taking one telephone or webchat at a time. Digital volunteers have also been recruited. The child helpline team now all work from home and are able to access all systems from home.

The restrictions on movement due to the lockdown compelled our child helpline to adopt new methods of reaching out to communities. Many units are resorting to using online channels such as web conferencing, social media and WhatsApp to create awareness, conduct trainings, etc. Children are also being engaged in compelling ways with activities such as online drawing and poster-making competitions, and online classes for learning new crafts, for example.

The telephone service can be partially covered from home. We also have online services (mail and chat). And we have come to terms with the fact that we cannot do more than we can. We must also protect the health of our staff!

Mobile phones were distributed to workers on the line in order to receive calls remotely. A special system was also developed to work remotely with high professionalism, and new destinations were searched in cases of referral.

We had to restructure our operations so that our volunteers can work at home instead of at our call centres. We focused on keeping our most active volunteers involved, and they committed to doing increased hours. With their help we have been able to answer approximately as many contacts as in 2019 during the same time period. We continued this model for the rest of 2020 and continue to do so in early 2021.

In addition to previous measures, additional digital training and workshops were provided for volunteers. Extra training for new volunteers and recruitment of extra volunteers was carried out to make sure the child helpline could maintain its opening hours during Christmas and the New Year holidays.

CONCLUSION and Key Recommendations

Every child and young person has the **right to be heard**, the **right to protection** and the **right to access essential services**, free from bias or other barriers. Child helplines play a **crucial role** in the promotion and realisation of children's rights globally, as they provide a safe and accessible platform for children and young people across the globe to receive the support they need through immediate counselling and referral services. **This was more true than ever as the Covid-19 pandemic gripped the world in 2020.**

The special surveys we conducted in 2020 revealed that, globally, our child helpline members received **25% more contacts in 2020 compared to 2019**. This finding is consistent with the noticeable impact on child helpline operations reported globally by the respondents to our surveys. Our child helplines indicated being **affected by this increased demand** as well as by restrictions measures in place in their countries to contain the pandemic. **Violence** and **mental health** were important reasons for contact globally in 2020, as they already were in 2019. However in 2020, requests for **information about Covid-19**, and contacts relating to **family relationships**, **access to essential services** and the caller's **own physical health** emerged as the other main reasons for making contact.

In spite of this surge in contacts and the direct effects of the pandemic, **the vast majority of the child helplines in the network proved to be extremely resilient and continued to offer their services to children and young people around the world**: 94% of the respondents indicated that they remained operational. This demonstrates how robust child helplines, who provide remote support, can be in emergency situations such as a pandemic. **More than ever, our key recommendations ensure that child helplines can continue to play this vital role.**

#1: Every child should have free and unrestricted access to child helpline services, including particularly vulnerable children

Child helplines should be accessible to all children and young people. Governments and the ICT sector have a role to play to ensure that they are. **The Covid-19 pandemic has particularly highlighted the need for child-friendly, remotely accessible services.** Child helplines should always be free of cost and offer a variety of appropriate contact methods, in order to accommodate the unique needs and service barriers of vulnerable children and young people (for example, members of minority groups, children on the move, LGBTQI+ young people).

Child helplines should be strengthened through **investments in infrastructure and new functionalities, offsetting service costs, and evidence-based and inclusive counselling practices.** Additional considerations include expanding modes of contact, service languages offered, and hours of operation at child helplines. Furthermore, funding and support should be made available to raise awareness of child helplines in a child-friendly manner to ensure children and young people know how to access child helpline services and what they can expect.

Finally, promotion of **regionally harmonised child helpline numbers** has a vital role to play in raising public awareness of child helpline services and easing access for children and young people wherever they may be in the world. For example, many child helplines in Africa use 116, several in Asia use 1098, most in Europe use 116 111 and several Commonwealth of Independent States use 150.

#2: Structured partnerships and referral pathways are needed to eradicate violence against all children

Child helplines have a crucial role to play in ensuring children's safety as they are frequently the **first point of contact for children and young people facing violence**. This is likely to be **even more the case during the current Covid-19 pandemic** and other emergencies, which has not only worsen the situation of children and young people already vulnerable to violence, but it has also made it more difficult for them to reach support services due to national lockdown measures. Because they are remotely accessible, child helplines should be able to remain operational and accessible to children and young people, and to provide critical counselling services and referrals to the broader child protection system.

Once that first contact has been established, children and young people in need of protection should be **effectively referred to relevant services**. Governments, child protection agencies and thematic expert organisations, as well as humanitarian partners where relevant, should coordinate with child helplines to integrate them in emergency response plans and promote their services as a **low-threshold entry point into national child protection systems**. Structured partnerships are needed to establish clear referral pathways and interventions to protect children, and ensure that they inform prevention and violence responses, including in times of emergency.



#3: Quality and sustainability of child helplines is crucial to ensuring children's rights

Long-term funding for child helplines is essential to ensure sustenance of their operations and the consistent improvement of the quality of services offered. Child helplines should receive funding and support towards, among others: the implementation of good governance practices; effective data collection and analysis; comprehensive training programmes for staff and volunteers interacting with children and young people; and contingency plans to help keep child helplines operational during technological or infrastructural failure, and during national and global emergencies, as the Covid-19 pandemic harshly brought to light. **Governments should provide long-term funding to facilitate high-quality and sustainable child helplines**. Telecoms and the ICT industry should waive costs where possible.

#4: Child helpline data and youth participation should inform policy and decision-making that affects children's lives

Every child has the right to be heard and it is the responsibility of child helplines, governments and other child protection actors to listen to and act upon the views and needs of children and young people. Children's voices should not only play a role in shaping child helpline services, but should inform decision-making at the highest levels. Governments, INGOs and other children's rights and child protection actors should promote **strong research activities** and **effective children and young people participation practices** to ensure that services and policies affecting young people are relevant to their lives and uphold their best interests as enshrined in the UNCRC.

Child Helpline International and our child helpline members offer a wealth of data on the issues and trends most affecting children and young people at the local, regional and international levels. Governments, INGOs and relevant actors should act on children's voices and child helpline data to implement the kind of evidence-based changes children and young people need in society. They should ensure that child helplines and other child protection services have the resources for robust data management which can inform relevant policies and services to uphold children's rights.

Our Child Helpline Members

AFRICA

Bénin	LAE 138 ☎138	Mauritania	AMSME Mauritania / LATEF ☎8000 1010 http://www.amsme.org
Botswana	Childline Botswana ☎3900900 / 11611 http://childlinebotswana.org	Mauritius	Child Helpline Mauritius ☎214 2451 http://halleymovement.org/our-programs/child-helpline/
Burkina Faso	Allo 116 ☎116 http://action-sociale.gov.bf/	Mozambique	Linha Fala Criança ☎116 http://www.linhafala.org.mz
Burundi	Yaga Ndakumva ☎+116 http://www.droitshumains.gov.bi	Namibia	Lifeline/Childline Namibia ☎116 http://www.lifelinechildline.org.na
Cameroon	Lignes Vertes Cameroun http://www.minproff.cm/liens-utiles/green-lines/	Nigeria	Cece Yara Child Helpline ☎0800 800 8001 http://www.ceceyara.org HDI Nigeria Child Helpline ☎0808 0551 376 http://www.hdinigeria.org
Côte d'Ivoire	Ligne Verte 116 <Allo enfant en détresse> ☎116 http://www.famille.gouv.ci/	Senegal	Centre GINDDI - Allo 116 ☎116
Democratic Republic of Congo	Tukinge Watoto ☎117 https://www.warchild.org.uk/what-we-do/projects/drc	Sierra Leone	ChildHelp Sierra Leone http://www.childhelpsl.org EEHR Sierra Leone Child Helpline http:// eehrsl.wixsote.com/eehrsl
eSwatini	SWAGAA 951 Helpline ☎951 http://www.swagaa.org.sz Ministry of Education ☎116 http://www.govpage.co.za/swaziland-education-and-training.html	Somalia	Women Action for Advocacy and Progress Organisation (Somaliland) ☎334 http://waapo.org
Ethiopia	Adama Child Helpline (ECFA) ☎+251221 - 117575	South Africa	Childline South Africa ☎08000 55 555 http://www.childlinesa.org.za
Gambia	Child Helpline Gambia ☎+2209940239	Tanzania	Tanzania National Child Helpline ☎116 http://www.sematazania.org/child-helpline
Guinea	AGUIAS 116 ☎116	Togo	Allo 1011 ☎1011
Kenya	Childline Kenya ☎116 http://www.childlinekenya.co.ke	Uganda	Uganda Child Helpline - Sauti 116 ☎116 http://uchl.mglsd.go.ug/login.html
Lesotho	Child Helpline Lesotho ☎116	Zambia	Childline Zambia ☎116 http://lifelinezambia.org.zm
Madagascar	Ligne Verte 147 Madagascar ☎147 http://www.arozaa.mg	Zimbabwe	Childline Zimbabwe ☎116 http://www.childline.org.zw
Malawi	Tithandizane Helpline ☎116 http://tithandizanehelpline.org		

AMERICAS & THE CARIBBEAN

Argentina	Línea 102 CaBA 📞102 http://www.buenosaires.gob.ar/cdnnya/linea102	Nicaragua	Línea 133 📞133 http://www.mifamilia.gob.ni
	Línea 102 Provincia de Buenos Aires 📞102 http://www.buenosaires.gob.ar/cdnnya	Paraguay	Fono Ayuda Línea 147 📞147 http://www.minna.gov.py/pagina/1224-fono-ayuda-147.html
Aruba	Telefon pa Hubentud Aruban Youth Telephone Line 📞131 http://www.telhubentud.aw	Peru	Télefono ANAR 📞0800 2 2210 http://www.anarperu.org
Bolivia	Plataforma de Atención Integral a la Familia (Línea Gratuita 156) 📞156	Saint Kitts & Nevis	The Ripple Institute https://rippleskn.com/
Brazil	Safernet Brasil http://www.safernet.org.br/helpline#	Suriname	Kinder en Jongeren Telefoon 📞123 http://www.bel123.org
Canada	Kids Help Phone 📞1 800 668 6868 http://kidshelpphone.ca	Trinidad & Tobago	Childline Trinidad & Tobago 📞131 / 800 4321 http://www.childlinett.org
Chile	Fonoinfancia 📞800 200 818 http://www.fonoinfancia.cl	Uruguay	Línea Azul 📞0800 5050 http://www.inau.gub.uy/content_page/item/512-linea-azul-denuncias
	Línea Libre 📞1515 http://www.linealibre.cl	USA	2ndfloor Youth Helpline 📞1 888 222 2228 http://www.2ndfloor.org
Colombia	Línea 106 Bogotá 📞106 http://www.saludcapital.gov.co/Paginas2/Linea106-inicio.aspx		Boys Town National Hotline 📞1 800 448 3000 http://www.yourlifeyourvoice.org
	ICBF Colombia 📞141 http://www.icbf.gov.co		Crisis Text Line 📞Text 741741 http://www.crisistextline.org
Costa Rica	Patronato Nacional de la Infancia (PANI) https://pani.go.cr/ 📞1147		National Child Abuse Hotline 📞1 800 422 4453 http://www.childhelp.org
Curaçao	Telefon pa mucha i hoben 📞918 http://www.facebook.com/stichting.curacao/		Polaris 📞Text 233733 http://www.polarisproject.org
Grenada	Sweet Water Foundation 📞473 800 4444 http://www.sweetwaterfoundation.ca		Stop It Now! 📞1 888 773 8368 / 1 800 PREVENT http://www.stopitnow.org
Haiti	Jurimédia http://www.jurimedia.org		The Trevor Lifeline 📞1 866 488 7386 http://www.thetrevorproject.org

ASIA-PACIFIC

Afghanistan	Voice of Children ☎0707 199 199 https://www.warchild.org.uk/what-we-do/projects/afghanistan	Maldives	Child Help Line 1412 ☎1412 https://gender.gov.mv
Australia	Kids Helpline ☎1800 55 1800 http://www.kidshelpline.com.au	Mongolia	Child Helpline 108 ☎108 http://108.mn/mn/m/4/c/5
Bangladesh	Child Helpline 1098 ☎1098 http://www.dss.gov.bd/	Myanmar	Childline Myanmar https://www.syfmyanmar.org
Bhutan	Child Helpline Bhutan ☎1098 https://ncwc.gov.bt	Nepal	Child Helpline 1098 ☎1098 http://www.cwin.org.np
Brunei	Talian ANAK 121 ☎121 http://www.japem.gov.bn	New Zealand	0800 What's Up? ☎0800 94287 87 http://www.whatsup.co.nz
Cambodia	Child Helpline Cambodia ☎1280 http://www.childhelpline.org.kh		Youthline ☎0800 376633 http://www.youthline.co.nz
China	Child Emergency Hotline Xi'an Philanthropic Child Abuse Prevention & Aid Centre	Pakistan	Madadgaar National Helpline ☎1098 http://www.madadgaar.org
Fiji	Child Helpline Fiji ☎1325 http://www.msp.org.fj	Papua New Guinea	1-Tok Kaunselin Helpim Lain ☎71508000 http://www.childfund.org.au
Hong Kong	Parent-Child Support Line ☎2755 1122 http://www.aca.org.hk	Philippines	Bantay Bata 163 ☎163 http://www.bantaybata163.com
India	Childline India ☎1098 http://www.childlineindia.org.in	Singapore	Tinkle Friend Helpline ☎1800 2744 788 http://www.tinklefriend.sg
Indonesia	TePSA - Telepon Pelayanan Sosial Anak ☎1500771	Sri Lanka	Childline Sri Lanka ☎1929 http://www.childprotection.gov.lk
Japan	Childline Japan ☎0120 99 7777 http://www.childline.or.jp		Don Bosco Lama Serana http://www.donbosco.lk
Kazakhstan	Telefon 150 ☎150 http://www.telefon150.kz	Taiwan	113 Protection Hotline ☎113 http://http://www.worldvision.org.tw
Kyrgyzstan	The Centre "Helpline for Children" ☎111 http://www.crld.kg	Thailand	Childline Thailand - Saidek 1387 ☎1387 http://www.childlinethailand.org
Laos	Vientiane Youthline ☎1361 for females, 1371 for males	Vanuatu	Vanuatu Youth Toll-Free Helpline ☎087777 https://vfha15.wordpress.com
		Vietnam	National Hotline for Child Protection ☎111

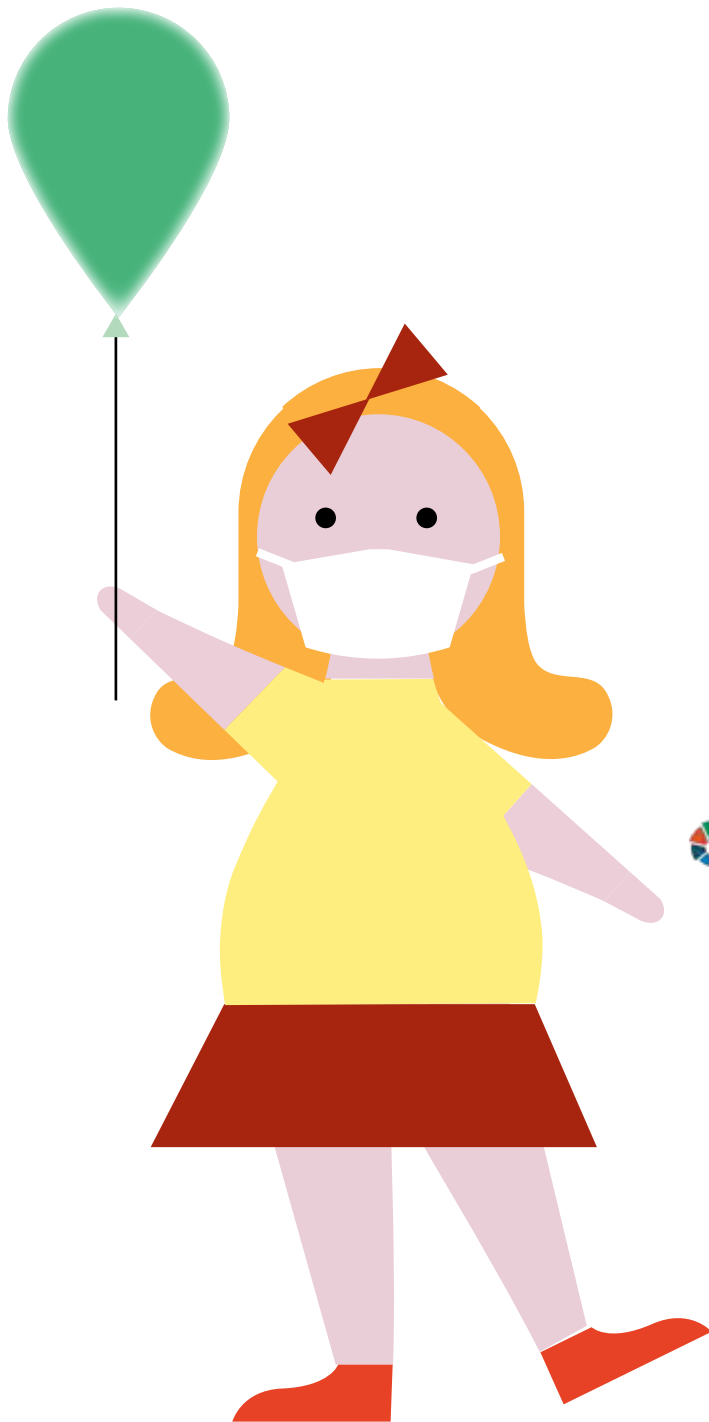
EUROPE

Albania	ALO 116 ☎116111 http://www.alo116.al	Hungary	Leikisegély-vonal ☎116 111 http://www.kek-vonal.hu
Armenia	FAR Child Protection Hotline & Helpline ☎0800 61 111 http://www.farusa.org	Iceland	Red Cross Helpline - Hjálparsíminn 1717 ☎1717 https://www.raudikrossinn.is
Austria	Rat Auf Draht ☎147 http://www.rataufdraht.at	Ireland	ISPCC Childline ☎1800 66 66 66 / 116 111 http://www.childline.ie
Azerbaijan	Azerbaijan Child Helpline ☎99 412 4802280 / 99 450 6802280 http://www.childhelpline.az	Israel	ERAN ☎1201 http://en.eran.org.il
Belgium	Jongerenlijn AWEL ☎102 http://www.awel.be		Natal Helpline ☎1800 363 363 https://www.natal.org.il
Bosnia & Herzegovina	Plavi Telefon ☎0800 50305 http://www.plavitefon.ba	Italy	Hello Telefono Azzurro ☎19696 http://www.azzurro.it
Croatia	Hrabritelefon ☎0800 0800 / 116 111 http://www.hrabritelefon.hr	Latvia	Uzticibas Talrunis ☎8006006 / 116 111 http://www.bti.gov.lv
Cyprus	Call 116 111 Cyprus ☎116111 http://www.call116_111.com	Liechtenstein	Sorgentelefon fur Kinder und Jugendliche ☎147 http://www.147-sote.li
Czech Republic	Linka Bezpečí ☎116 111 http://www.linkabezpeci.cz	Lithuania	Vaiku Linija ☎116 111 http://www.vaikulinija.lt
Denmark	BørneTelefonen ☎116 111 http://www.bornsvilkar.dk/det-goer-vi-boernetelefonen/	Luxembourg	Kanner Jugendtelefon ☎116 111 http://kjt.lu/
Estonia	Lapsemure http://www.lapsemure.ee	Malta	Kellimni.com http://www.kellimni.com
Finland	Lasten ja Nuorten Puhelin ja Netti ☎116 111 http://www.nuortennetti.fi		Support Line 179 ☎116 111 https://fsws.gov.mt/en/appogg/Pages/support-line-179.aspx
France	Allô Enfance en Danger ☎119 http://www.all119.gouv.fr	Moldova	Telefon Copilului ☎116 111 http://www.telefoncopilului.md
Georgia	Child Helpline Georgia ☎116 111 http://phmdf.ge	Netherlands	De Kindertelefoon ☎116 111 / 0800 0432 http://kindertelefoon.nl
Germany	Kinder- und Jugendtelefon ☎116 111 http://www.nummergegenkummer.de/kinder-und-jugendtelefon.html		Helpwanted.nl ☎31 20 261 5275 http://helpwanted.nl
Greece	The Smile of the Child ☎1056 / 116 111 http://www.hamogelo.gr	North Macedonia	SOS Helpline for Children & Youth ☎0800 122 22 http://www.childrensembassy.org.mk
	Together for Children ☎11525 http://www.mazigiatopaidi.gr	Norway	Kors På Halsen ☎800 333 21 https://korspaahalsen.rodekors.no
			Alarmtelefonen for barn og unge ☎116 111 http://www.116111.no

MIDDLE EAST & NORTHERN AFRICA

Poland	Telefon Zaufania (Trust Phone for Children & Youth) ☎ 116 111 http://www.fdds.pl
Portugal	SOS Criança ☎ 116 111 http://www.iacrianca.pt
Romania	Telefon Copilului ☎ 116 111 http://www.telefonulcopilului.ro
Serbia	NADEL - Nacionalna DeČija Linija Srbije ☎ 116 111 http://nadel-decijalinija.org
Slovakia	Linka Detskej Istoty ☎ 0800 112 112 / 116 111 http://www.ldi.sk
Slovenia	National Telephone Helpline - TOM ☎ 116 111 http://www.e-tom.si
Spain	Télefono ANAR de Ayuda a Ninòs y Adolescentes ☎ 116 111 http://www.anar.org
Sweden	BRIS ☎ 116 111 http://www.bris.se
Switzerland	Pro Juventute Beratung + Hilfe 147 ☎ 147 http://www.147.ch
Turkey	Genclik Destek Hatti (Youth Support Line) ☎ 0850 455 0070 http://www.genclikdestekhatti.org.tr
Ukraine	Ukraine National Child Toll-Free Hotline ☎ 0800 500 225 / 116 111 http://www.la-strada.org.ua
United Kingdom	BEAT ☎ 0808 801 0677 https://www.beatingeatingdisorders.org.uk Childline UK ☎ 0800 1111 / 116 111 https://www.childline.org.uk Hopeline UK ☎ 0808 068 4141 http://www.papyrus-uk.org/hopelineuk Muslim Youth Helpline ☎ 0808 808 2008 http://www.myh.org.uk The Mix ☎ 0808 801 0677 http://www.themix.org.uk

Algeria	Je t'écoute (NADA) ☎ 3033
Bahrain	Child Helpline 998 ☎ 998 http://www.mlsd.gov.bh/en/childhood/childhood_care/998
Egypt	Child Helpline Egypt ☎ 16000 http://nccm.gov.eg
Iran	Sedaye Yara ☎ +98 21 42152 http://www.irsprc.org
Iraq	Child Helpline Kurdistan Region ☎ 116 http://www.molsa.gov.iq
Jordan	JRF 110 Helpline ☎ 110 http://www.jordanriver.jo
Kuwait	Help Hotline 147 ☎ 147
Lebanon	Naba'a http://www.nabaa-lb.org Higher Council for Childhood http://std.atfalouna.gov.lb/Home.aspx
Palestine	Sawa ☎ 121 http://www.sawa.ps
Qatar	Hotline 919 ☎ 919 http://www.aman.org.qa
Saudi Arabia	Child Helpline ☎ 116 111 http://www.nfsp.org.sa
Sudan	Child Helpline ☎ 119 http://www.fcpcu.gov.sd
Syria	Mobaderoon http://www.mobaderoon.org
United Arab Emirates	DFWAC Helpline (Dubai) ☎ 800111 http://www.dfwac.ae Child Helpline (Sharjah) ☎ 800700 http://www.sssd.shj.ae



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Every child has a voice.

No child should be left unheard.

**Child Helpline International is a collective impact organisation with
166 members in 139 countries and territories around the world (as of April 2021).**

We coordinate information, viewpoints, knowledge and data from our child helpline members, partners and external sources. This exceptional resource is used to help and support child protection systems globally, regionally and nationally, and to help our members advocate for the rights of children and amplify their voices.

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