

 **Child
Helpline
International**



Voices of Children & Young People Around the World

Global Child Helpline Data from 2023



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THE IMPORTANCE OF CHILD HELPLINE DATA

Child helplines have a unique insight into the gap between policy and reality, making them a key actor in advocating for children's rights. They support millions of children every year. They respond to issues ranging from serious children's rights violations, to children who just want someone to chat to on the way home from school. What brings child helplines together is the provision of an easily accessible, confidential system that allows children themselves to tell a counsellor what is going on in their lives. Child helplines also have an insight into the direct experiences of children and young people on a larger scale than any other organizations. Therefore, **the value of child helplines' data on contacts cannot be overstated in informing and guiding policy, learning and practice.**

In order to understand the issues faced by the children and young people who get in touch with child helplines, we survey our members around the world every year to gather information about the contacts they receive. We are grateful to all of our members who have submitted their 2023 data to Child Helpline International, allowing the present report to exist.

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Sheema SenGupta
Director,
Child Protection and Migration

The global landscape for children’s welfare and protection continues to evolve at an unprecedented pace, marked by both significant progress and enduring challenges. In this complex environment, the work of child helplines has become more critical than ever, providing an essential bridge between children in distress and the support systems they need.

It is, therefore, my privilege to introduce this data report from Child Helpline International, which not only captures the voices of children and young people across the world but also sheds light on the diverse, complex realities they face. These insights serve as a powerful reminder of the vital role that child helplines play in addressing the immediate and emerging needs of children.

This report reflects both the resilience of children and young people, and the commitment of those who work tirelessly to support them. From calls relating to violence, abuse, and mental health to issues of access to education, discrimination, and digital safety, the data reveals a comprehensive view of the challenges confronting children and young people today. Behind each data point is a story, often of struggle but also of courage and determination. Child Helpline International’s work ensures that these stories are not lost in the numbers; rather, they are amplified, guiding stakeholders at every level toward more responsive and compassionate solutions.

For UNICEF, this report is an invaluable tool. It informs our strategies, reinforces our advocacy, and supports our partnerships with governments, NGOs and communities. By understanding the specific trends and patterns that emerge from helpline data, we can design interventions that are aligned with children’s lived experiences. Child Helpline International’s commitment to rigorous data collection and analysis strengthens our shared mission to protect every child’s right to a safe, healthy and fulfilling childhood.

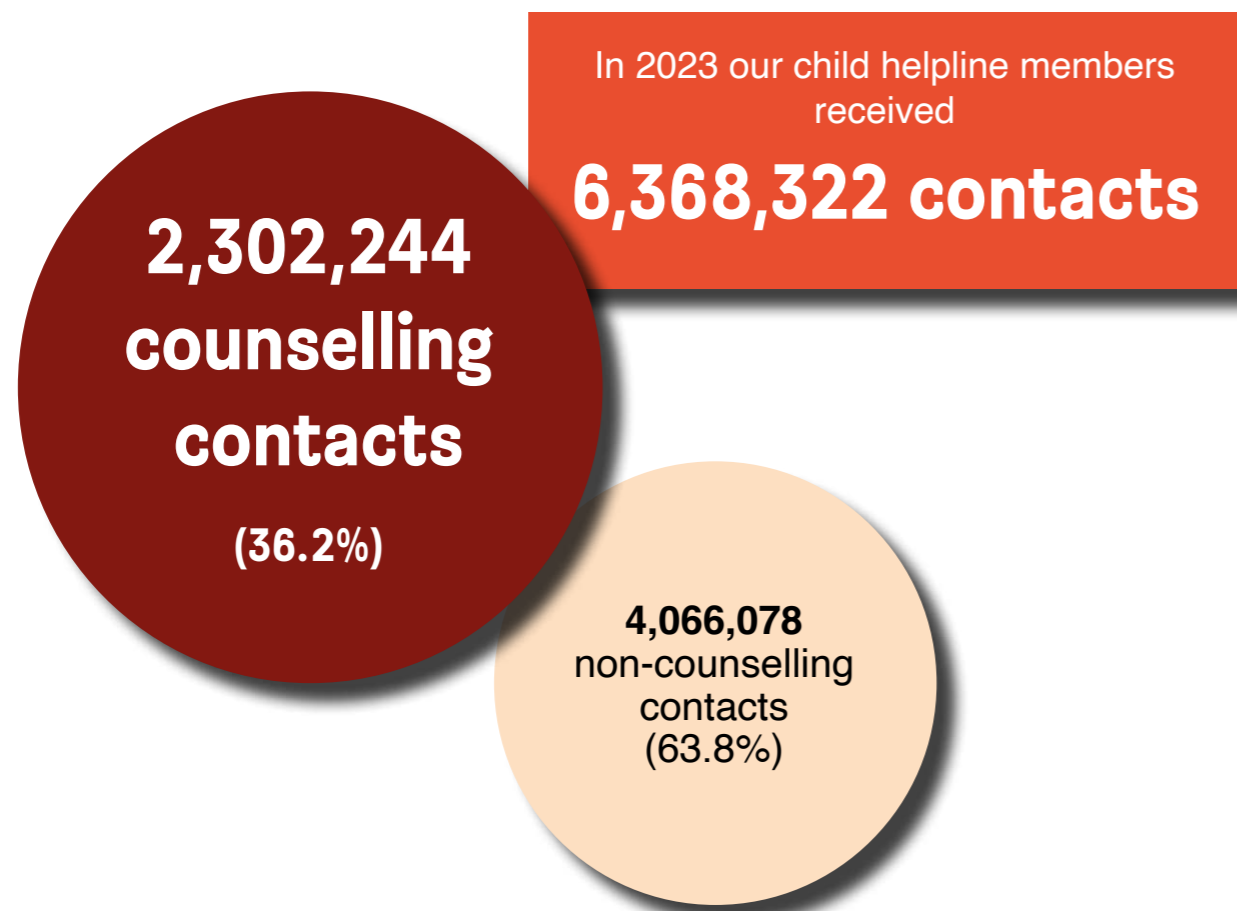
The insights in this report must inspire all of us to act with urgency and empathy. Each contact made with a child helpline is both a cry for help and a call to action, a moment where we can make a difference. As we move forward, let us honour the courage of these children and young people by redoubling our efforts to create a world where every child is heard, protected and empowered to thrive.



Executive Summary

In 2023 our child helpline members received **6,368,322** contacts.

Out of those, **2,302,244** were counselling contacts (counselling contacts are those where the child helpline provided support to the caller) and **4,066,078** were non-counselling contacts (non-counselling contacts are those where the child helpline was not able to provide support to the caller due to the nature of the contact (i.e., missed contacts, silent contacts, etc.). Of those, 884,263 were **missed contacts**, where an attempted contact was not answered by the child helpline, usually due to insufficient staffing. **This suggests that given better resources, child helplines would be able to provide nearly one million more counselling sessions in 2023 alone.**



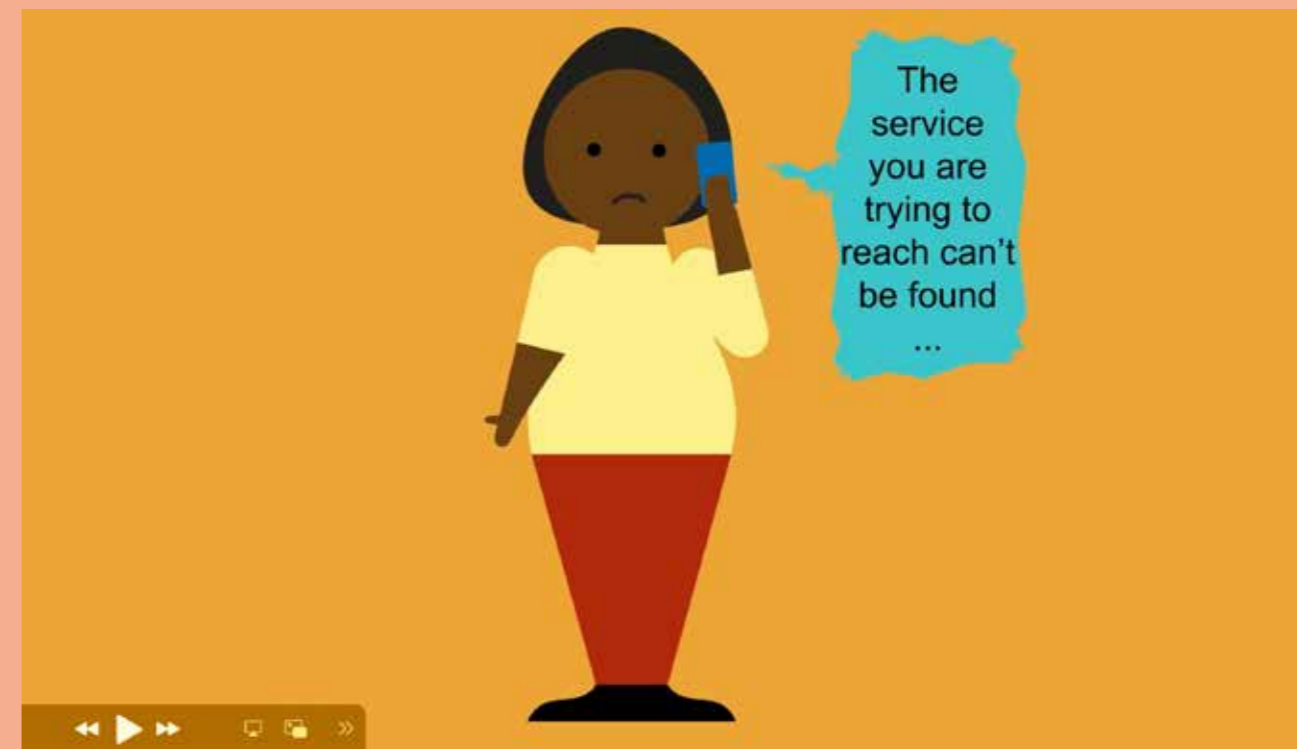
A NATIONAL CHILD HELPLINE IN EVERY COUNTRY!

Currently, over 130 countries operate a national child helpline. However, as of 2024, more than 50 countries still lack this essential service, leaving gaps in their child protection systems.

At the heart of Child Helpline International's vision is the commitment to creating a large-scale, systems-based transformation in child protection. A child helpline serves as an accessible, cost-effective, and child-friendly entry point to national protection systems, allowing children and young people to access immediate support and be referred to specialized services and other support networks when needed. The data collected by child helplines on the lived experiences of children can be used to inform policy and practice, amplify advocacy efforts, and monitor the effectiveness of national child protection systems to ultimately improve and strengthen the system.

Child helplines play a critical role in improving outcomes for children and young people. They provide early support and intervention, addressing issues before they escalate into serious problems that might otherwise require costly interventions, such as social services, healthcare, or legal action. This early response reduces long-term financial strain on public systems, making child helplines a highly cost-effective investment for public health and welfare.

Together with partners and state actors, we are committed to bridging these gaps by mapping existing services for children, assessing the feasibility of establishing child helplines, and working country by country to set up toll-free, 24/7 helplines accessible across appropriate contact channels.

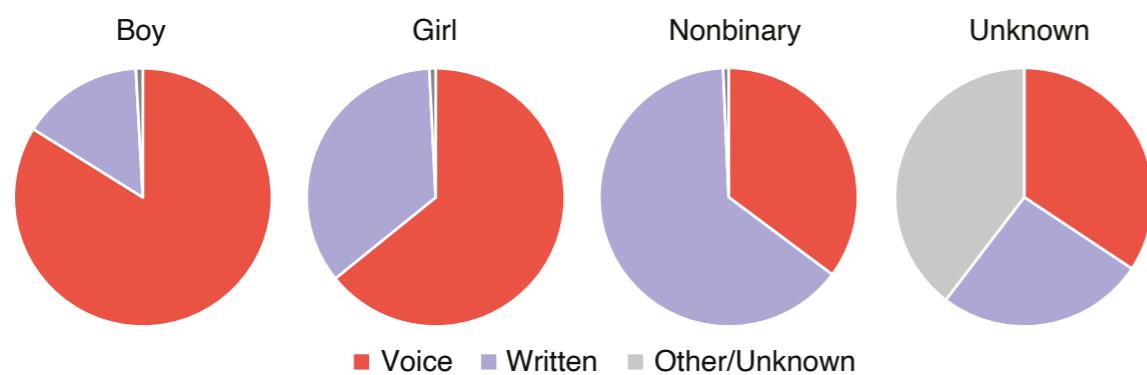


"Unheard Voices" animation, November 2024 (click to play)

Executive Summary

GENDER DIFFERENCES IN CONTACTS

Girls generally contact child helplines more often than boys do, but this is not true everywhere; in Africa and in the Middle East, for example, boys contact a child helpline as often as girls do or more so. **Boys around the world show a strong preference to contacting child helplines using voice-based methods, namely, phone calls.** Girls do not have such a strong preference, using voice-based methods and written methods such as chat, e-mail, and social media nearly as frequently. Children and young people who identify as nonbinary show the opposite preference altogether, opting for written forms of communication, possibly due to the added sense of confidentiality these methods are providing.



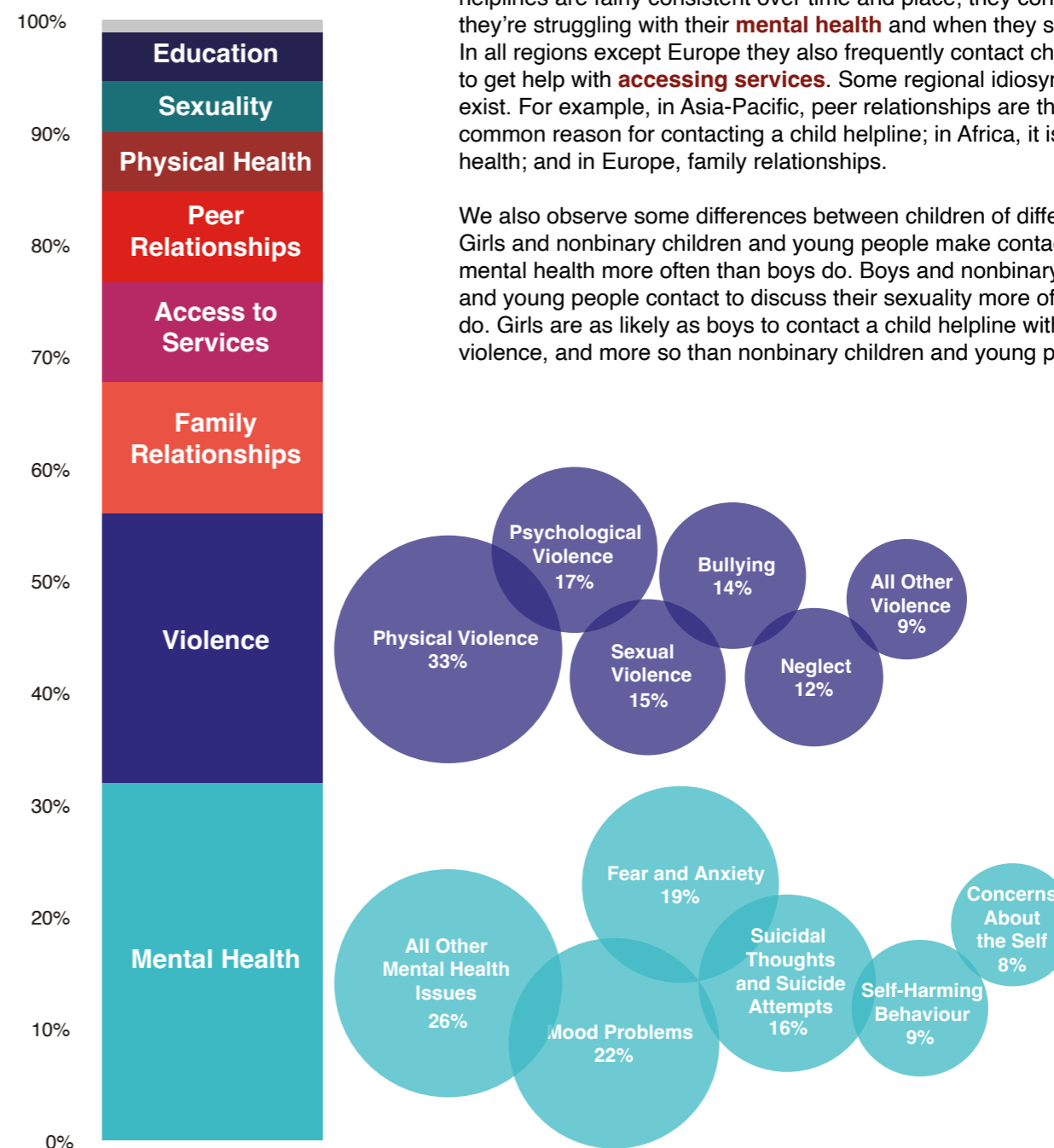
WHY IS CHILD HELPLINE DATA IMPORTANT?

Alongside counselling, child helpline data is an important tool for protecting children's rights and promoting their wellbeing. Child helpline data provides an **objective portrayal** of the lived experiences of children and young people. As such, it can provide **robust estimates of prevalence of help-seeking behaviour** and the **characteristics** of those seeking it. Because child helplines are often a first line of support, their data can help in **early detection of needs, concerns and emerging trends**. The breadth of the data collected by Child Helpline International, both in terms of time and in terms of geographical spread, allows us to **uncover and highlight trends in the issues troubling children and young people** – longitudinal ones and spatial ones. These insights can and should inform policy and practice, amplify advocacy efforts and monitor the effectiveness of national child protection systems.

MOST COMMON REASONS TO CONTACT CHILD HELPLINES

The most common reasons for children and young people to contact child helplines are fairly consistent over time and place; they contact when they're struggling with their **mental health** and when they suffer **violence**. In all regions except Europe they also frequently contact child helplines to get help with **accessing services**. Some regional idiosyncrasies exist. For example, in Asia-Pacific, peer relationships are the third most common reason for contacting a child helpline; in Africa, it is physical health; and in Europe, family relationships.

We also observe some differences between children of different genders. Girls and nonbinary children and young people make contact about mental health more often than boys do. Boys and nonbinary children and young people contact to discuss their sexuality more often than girls do. Girls are as likely as boys to contact a child helpline with issues of violence, and more so than nonbinary children and young people.



Executive Summary

MENTAL HEALTH

According to UNICEF¹, as many as 89 million adolescent boys aged 10–19 and 77 million adolescent girls aged 10–19 around the world live with a mental disorder, as defined by the World Health Organization (WHO). **Anxiety and depression** make up about 40% of these diagnosed mental disorders. Around one in five 15 to 24-year-olds in 21 countries self-reported that they felt depressed or had little interest in doing things. As a most grave impact, **suicide** is the fifth most prevalent cause of death for adolescents aged 10–19, with an estimated 45,800 adolescents dying from suicide each year. Regionally, **Europe and Central Asia have some of the world's largest adolescent suicide rates, particularly for boys and the LGBTQI community.**

What mental health concerns did children and young people want to discuss?

The counselling contacts to child helplines around the world follow the prevalence of different mental health issues and disorders, with **Mood Problems** (namely, depression and loneliness) and **Fear and Anxiety Problems** being the two most common mental health-related issues raised in contacts to child helplines around the world. The third most common is **Suicidal Thoughts and Suicide Attempts**. However, we observe substantial regional heterogeneity. In Africa, for example, **Addictive Behaviour and Substance Use** is the most common mental health-related concern, but is less common elsewhere. **Concerns About the Self**, characterized by concerns about one's identity or body, are the second most common mental health-related reason for contacting child helplines in the African and Asia-Pacific regions, but not in other regions. When we compare the data from 2023 to that of previous years (using data from 53 child helplines who have consistently submitted data), we find a dramatic **28% increase in mental health-related contacts** (from 490,867 in 2020 to 628,335 in 2023). **Specifically, Concerns About the Self and Self-Harming Behaviour have both nearly doubled**, going from around 30,000 contacts in 2020 to around 55,000 in 2023. Similarly, contacts concerning **Suicidal Thoughts and Suicide Attempts** increased by 45% to 97,338 such contacts in 2023.

As the data suggests, child helplines are heavily involved in the prevention, promotion and protection of children's mental health, through direct counselling and referrals, but also through online campaigns, workshops in schools and collaboration with key stakeholders within the national child rights system. On the national and regional levels, the role of child helplines in mental health policy can be under-recognized, which must be urgently addressed.²

VIOLENCE AGAINST CHILDREN

Violence against children is a pervasive issue. Approximately half of children aged 2-17 experience some form of violence each year.³ This includes about 300 million children aged 2-4 who face violent discipline from their caregivers, a third of students aged 11-15 who are bullied by their peers, an estimated 120 million girls who suffer forced sexual contact before the age of 20, and one in three children affected by psychological violence.

Globally, **violence was the second most common reason for children and young people to contact a child helpline in 2023**. Understanding the prevalence and characteristics of violence is key to robustly addressing this issue in policy and practice. While there are significant improvements in data collection on violence, there is still a widespread lack of quality data. Child helplines' data can fill some of this gap, as it provides a wealth of insights and information on the scope and nuances of the issue of violence against children.

What violence concerns did children and young people want to discuss?

Globally, **Physical Violence** was the most common form of violence logged by child helplines in 2023, accounting for one in three violence-related contacts. Comparing 2023 data to that of previous years (using data from 55 child helplines who consistently submitted data on violence-related contacts throughout the years), we find that **contacts related to Physical Violence have increased by 50% since 2020**.

Physical Violence was followed by **Psychological Violence** and **Sexual Violence**, which together account for another third of violence-related contacts 2023. While Psychological Violence has declined slightly over the years (12% decrease, compared with 2020), contacts concerning Sexual Violence increased by 61%. Also noteworthy is a global decline by 58% in contacts relating to **Child Labour** and a decrease of 31% in ones relating to **Neglect**.

Although Physical Violence was either the most common or second most common form of violence in counselling contacts in every region of the world, other forms of violence tend to vary from place to place. For example, **Bullying** was the most common violence-related reason for making contact in the European and Asia-Pacific regions in 2023, but was far less frequently logged in the African or Americas and Caribbean regions. Conversely, Child Labour accounts for 7% of the violence-related contacts in the African region, but less than 1% in others. The forms of violence that are brought up by children and young people during their contacts with child helplines also vary depending on their gender. **Sexual violence is far more often the topic of counselling contacts from girls compared with boys, while Bullying is a more frequent topic in contacts from nonbinary children and young people compared with either boys or girls.**

1. <https://data.unicef.org/resources/sowc-2021/>

2. For more information, please see our report *Supporting Children and Young People's Mental Health in Europe: The Impact and Role of Child Helplines* (2024): <https://childhelplineinternational.org/supporting-children-and-young-peoples-mental-health-in-europe/>

3. Global status report on preventing violence against children 2020: executive summary. Geneva: World Health Organization; 2020.

Our recommendations

#1 Universal access to child helplines for every child and young person

To support the realization of the UNCRC, every child and young person must have free and unrestricted access to a high-quality child helpline offering support, guidance and referrals.

Although over 130 countries have established national child helplines, 50 countries still lack this critical service, creating critical gaps in child protection systems for vulnerable children. To address this, governments, donors and the ICT sector must collaborate to **fund and expand child helplines**, especially in under-served areas. Investment in infrastructure, multilingual services, diverse contact options and continuous operation is essential to ensure that every child and young person, including those with disabilities, children in migration and other vulnerable groups, can safely access support anytime, anywhere.

Harmonized child helpline numbers should be promoted, as these make awareness-raising and help-seeking easier, especially for children and young people in crisis who need support without delay.

#2 Sustainable, high-quality child helpline services

Reliable, long-term funding is crucial to sustain and enhance child helpline services, enabling them to meet the evolving needs of children and young people.

Governments and donors should commit to long-term funding that supports child helplines in maintaining good governance, effective data practices and comprehensive training programmes for staff and volunteers as per Child Helpline International's **Core Quality Standards for Child Helplines**. This commitment also includes investments in resilience measures, such as contingency plans for emergencies, to ensure that child helplines remain operational during crises.

With steady support, child helplines can continue to offer a dependable, high-quality service within the national child protection systems and in upholding children's rights.

#3 Empowering youth voices in policy through child helpline data

Child helpline data is a powerful tool for safeguarding children's rights and promoting their wellbeing. Beyond providing counselling, child helplines capture objective insights into children's lived experiences, offering vital information on the **prevalence and characteristics of help-seeking behaviour**.

As a first line of support for many, child helplines can detect emerging needs and concerns early on. The extensive, geographically diverse data collected by Child Helpline International reveals both long-term and location-specific trends in issues facing young people, from mental health to protection from violence.

These insights should guide policy, strengthen advocacy and improve child protection systems. By integrating helpline data and prioritizing child and youth participation in these processes, governments and child protection actors can develop policies and services that truly reflect children and young people's needs. To make this possible, decision-makers must partner with child helplines and support investments in safe, reliable data collection, analysis, and sharing. This commitment to evidence-based policy will ensure children' and young people's voices are heard, their rights are upheld and their real-life challenges are addressed.

#4 Structured partnerships to end violence against children and young people

To achieve SDG 16.2 and end all forms of violence against children, partnerships are essential among governments, child helplines, child protection agencies and specialized organizations.

Child helplines are often the first point of contact for children and young people experiencing violence, providing critical counselling and referrals. Structured partnerships should include child helplines and should foster integrated support networks, establish clear referral pathways and facilitate knowledge exchange to strengthen response and prevention strategies.

Collaborative funding is needed to enhance frontline services and data collection, improving the capacity of child helplines to address children's diverse needs and protect vulnerable groups effectively, especially in light of changing technologies that bring both opportunities and threats to the livelihoods of children.

Introduction

Child Helpline International is a collective impact organization with over 150 members from more than 130 countries and territories around the world (see current list at the end of this report or check our website). We coordinate information, viewpoints, knowledge and data from our child helpline members, partners and external sources. Specifically, the data that is collected as part of the ongoing counselling work about the issues that children and young people are struggling with around the world is an exceptional resource, which is used to help and support child protection systems globally, regionally and nationally, and to help our members to amplify the voices of children and young people and advocate for their rights.

To capture and understand the issues faced by the children and young people who get in touch with child helplines, we survey our members every year to gather information about the contacts they receive. This report presents the compilation and analysis of the data on the contacts received by child helplines in 2023.

Depending on the requirements of their counselling and research activities, our child helpline members record various information for every contact they receive. In order to understand why children and young people are contacting child helplines we work closely with our members to create a common categorization of these contacts. This categorization covers the broad issues or reasons for making contact with child helplines, as well as different types of background information, all of which are divided further into sub-categories. It also includes information on the actions taken by the child helplines beyond the contact (if any).

METHODOLOGY

In February 2024 we invited our members to submit their data by filling in an online survey (using the software Qualtrics). The survey was available in four languages: English, French, Spanish and Arabic. It comprised three main sections: background information about the children and young people making contact (9 categories including age, whether or not they were members of vulnerable groups, and the method of contact they used); reasons why the child helplines were being contacted (11 categories including violence, mental health and family relationships); and the actions taken by the child helplines beyond the provision of support during the contact (10 types of action, including direct interventions by the child helpline itself or referrals to child protection services). For all categories, we requested that the child helplines provide the number of contacts received in 2023, disaggregated by the gender of the child or young person concerned (including when the gender was not known).

Respondents

We received data from 80 child helplines, representing 62% of the 130 full and active members in our network. In this report, sample size varies across analyses as a function of missing data, since not all members log or report to us all of the data. Thus, although 80 finished the survey, two did not fill in the section on Background Information, and five did not fill in the section on Reasons for Contact. Also within sections, not all child helplines collect or report on all of the information; for example, some might not have a category for Family Relationships.

Important notes

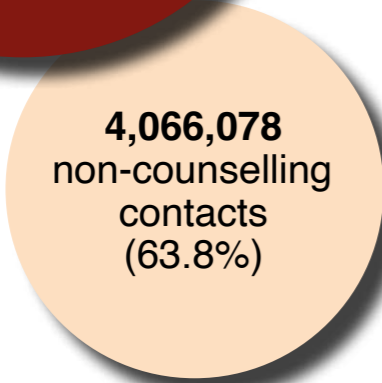
It should be noted that the content and level of detail of information recorded for each contact is the prerogative of the child helplines themselves and is not directed by Child Helpline International. Therefore, these categories might differ from the categories used by some child helplines when they originally collected their data.

It should also be noted that child helplines have differing practices relating to the information recorded. Whereas some indicate the reason given for calling by the child or young person, others indicate the reason identified by the counsellor, which in some cases might not be the same. Finally, it should also be noted that while an absence of contacts in a particular category could mean that the child helpline did not receive any contacts pertaining to that category, it might also mean that the child helpline simply does not collect that particular data.



Global overview

As a whole, the 80 members of the Child Helpline International network who submitted their data received **6,368,322** contacts in 2023, with just over a third of them being counselling contacts – **2,302,244**.



NON-COUNSELLING CONTACTS

We obtained information on the different kinds of non-counselling contacts from 53 child helplines. 49% of them were logged as Unspecified/Other. 884,263 (17%) were missed contacts – those where an attempted contact was not answered by the child helpline, usually due to insufficient staffing. This suggests that given better resources, child helplines would be able to provide nearly one million more counselling sessions in 2023 alone.

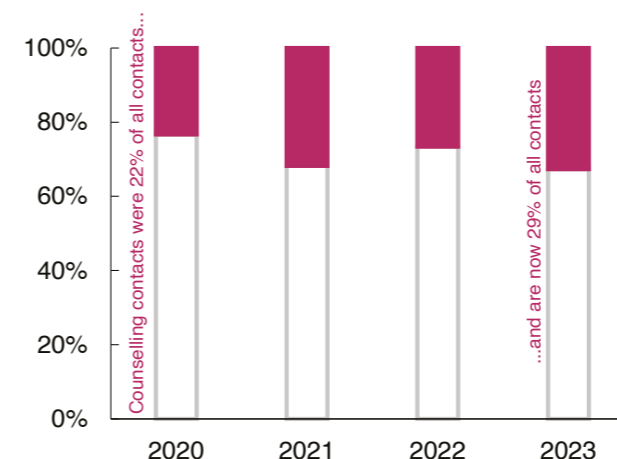
Other frequent forms of non-counselling contacts to child helplines are silent contacts (820,576 worldwide) and prank calls (679,482). Both of these types of non-counselling contacts are often cases where a child is slowly building their nerve to seek support, and are thus an important part of the operation and service that child helplines provide.

Disclaimer

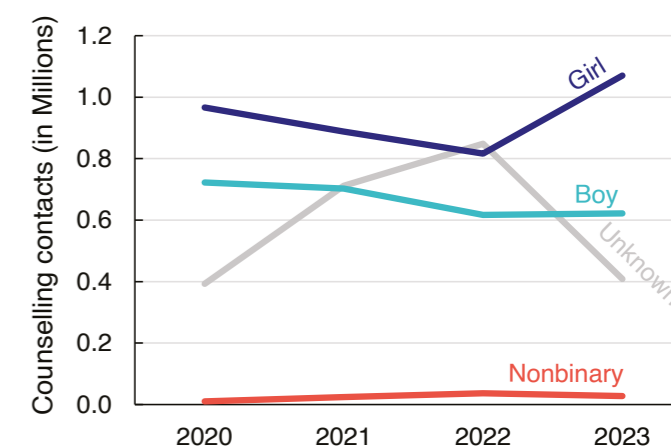
Data presented and statements made do not capture the full scope of practices and policies of all countries and cases handled by child helplines and other child protection organizations at the national level. The exact data can be requested from Child Helpline International.

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 anonymized.

Of these 80 child helplines, 62 have also submitted data on the number of counselling contacts in previous years⁴, allowing us to compare the numbers across the years from 2020 onwards. Although we observe an increase in counselling contacts between 2020 and 2023, there is a decrease compared to 2021⁵.



Non-counselling contacts, however, have been consistently decreasing over the past four years, based on data from 53 child helplines who have submitted the relevant data. Non-counselling contacts dropped from 5.4 million in 2020 to 3.3 million in 2023. Put together, the percentage of *counselling contacts* out of all the contacts the child helplines receive has risen from 22% in 2020 to 29% in 2023.



ACTIONS TAKEN

Child helplines do a lot more than answering the phone and talking to children and young people. Counsellors often take action to help or support beyond the provision of support which happens during a contact. The integration of child helplines into their respective national child protection systems and maintaining robust referral pathways has immense benefits for supporting children and young people, especially in emergencies. Collecting data on these actions allows us to better understand the operation and referral mechanisms throughout the network

The most common form of action taken worldwide is recommendations of resources (sometimes called “soft

referrals”), which is when a counsellor gives the contact information of a relevant agency for the child or young person to contact themselves. Child helplines reported 197,601 such actions in 2023, or 30% of all actions we have data on. The second most common action reported (125,330 worldwide) was direct interventions by the child helpline. These cases are, for example, when a counsellor picked up the child or young person at home and took them to a shelter. Nearly as common were referrals to general healthcare services, and referrals to child protection agencies. Other actions taken that were less common, and in order of frequency, were referrals to law enforcement agencies, school counsellors, other organizations and to mental health services.

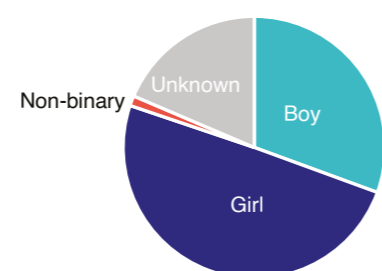
4. As explained above, not all members submit their data to Child Helpline International each year. Moreover, it is possible to submit parts of the data but not others. Thus, when we perform longitudinal analyses to uncover trends over time, we only consider data from those members for whom we have complete data across the period in question.
5. The reason for this decrease is not clear. However, it could be due to child helplines' lack of resources and capacity.

Global overview

Gender

Overall, girls initiated almost 20% more counselling contacts than boys in 2023. Specifically, 1,141,958 concerned girls (49.6%) and 704,045 concerned boys (30.6%). The gender of 18.6% of counselling contacts was unknown. Only 1.2% of counselling contacts concerned a nonbinary child or young person. Unfortunately, this modality of gender is not yet widely reported by the members of our network, though this is slowly changing. In 2023, 31 child helplines (38.8%) reported data in the nonbinary gender category, and the percentage of child helplines doing so varied between regions: 50% in the Asia-Pacific region, 47.4% in the Europe region, 35.7% in the Americas and Caribbean region, 16.7% in the African region, and 0% in the MENA region.

Counselling contacts



| Boy | Girl | Nonbinary | Unknown | Total |
|--------------------|----------------------|------------------|--------------------|-----------|
| 704,045 (30.6%) | 1,141,958 (49.6%) | 28,395 (1.2%) | 427,846 (18.6%) | 2,302,244 |

Contacts from or about nonbinary children and young people

A closer look into the contacts concerning nonbinary children and young people indicates that the main reasons they contacted child helplines in 2023 pertained to **Mental Health** (42.4%), **Violence** (15.4%) and **Sexuality** (12.5%).

Looking at the subcategory level and the more specific topics covered, we find that the most common reason for counselling among nonbinary children and young people was for **Suicidal Thoughts and Suicide Attempts** (5,042 contacts). This topic alone accounted for **one in ten contacts from or about children and young people who identify as nonbinary**. This reason was closely followed by contacts about **Sexual Orientation and Gender Identity** with 4,152 contacts (9.9%) and **Emotional Distress – Mood Problems** with 3,895 contacts (9.3%).

Other important reasons for contact among nonbinary children and young people related to mental health: **Emotional Distress – Fear and Anxiety Problems** with 2,793 contacts (6.7%) and **Self-Harming Behaviour** with 2,299 contacts (5.5%). The most common violence-related reason for contact was **Physical Violence** with 2,237 contacts (5.4%).

| Subcategory | Main category | No. of contacts | % |
|--|----------------------|-----------------|-------|
| Suicidal Thoughts and Suicide Attempts | Mental Health | 5,042 | 12.1% |
| Sexual Orientation and Gender Identity | Sexuality | 4,152 | 9.9% |
| Emotional Distress – Mood Problems | Mental Health | 3,895 | 9.3% |
| Emotional Distress – Fear and Anxiety Problems | Mental Health | 2,793 | 6.7% |
| Self-Harming Behaviour | Mental Health | 2,299 | 5.5% |
| Physical Violence | Violence | 2,237 | 5.4% |
| Family Health and Wellbeing | Family Relationships | 1,970 | 4.7% |
| Psychological | Violence | 1,546 | 3.7% |
| Unspecified/Other | Peer Relationships | 1,359 | 3.3% |
| Concerns About the Self | Mental Health | 1,186 | 2.8% |

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 organizations 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 anonymized.

Age (n=75)

Unfortunately, there is no information about the age of a quarter of children and young people contacting child helplines. This can be the case for either operational reasons (e.g., the children do not disclose their ages when making contact and the counsellors do not ask) or for data-logging reasons (e.g., the age brackets used by a child helpline do not map onto the ones used by Child Helpline International, so all of the information is deemed "Unknown"). Of those whose ages are known, most contacts are from children aged 13-15. Overall, those under 13 account for only a fifth of counselling contacts.

The gender gap between the contacts is especially pronounced in adolescents aged 13-17, where girls are 40% more likely to contact a child helpline than boys. On the contrary, boys and girls aged 10-12 are nearly as likely to contact a child helpline, as do those aged over 18.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--------------|------------------|-------------|-----------------|------------------|---------------|----------------|
| Unknown | 582,514 | 27.7% | 80,333 | 315,752 | 36,122 | 150,307 |
| 13-15 | 408,901 | 19.4% | 140,965 | 206,131 | 6,077 | 55,728 |
| 18-24 | 341,076 | 16.2% | 140,986 | 160,438 | 7,938 | 31,714 |
| 16-17 | 315,123 | 15.0% | 120,616 | 160,043 | 3,987 | 30,477 |
| 10-12 | 299,095 | 14.2% | 120,824 | 128,964 | 2,424 | 46,883 |
| 07-09 | 92,929 | 4.4% | 37,950 | 43,163 | 318 | 11,498 |
| 04-06 | 33,693 | 1.6% | 15,624 | 16,207 | 26 | 1,836 |
| 00-03 | 30,462 | 1.4% | 14,024 | 14,495 | 9 | 1,934 |
| Unborn | 416 | 0.0% | 18 | 129 | 0 | 269 |
| Total | 2,104,209 | 100% | 671,1340 | 1,045,322 | 56,901 | 330,646 |

Global overview

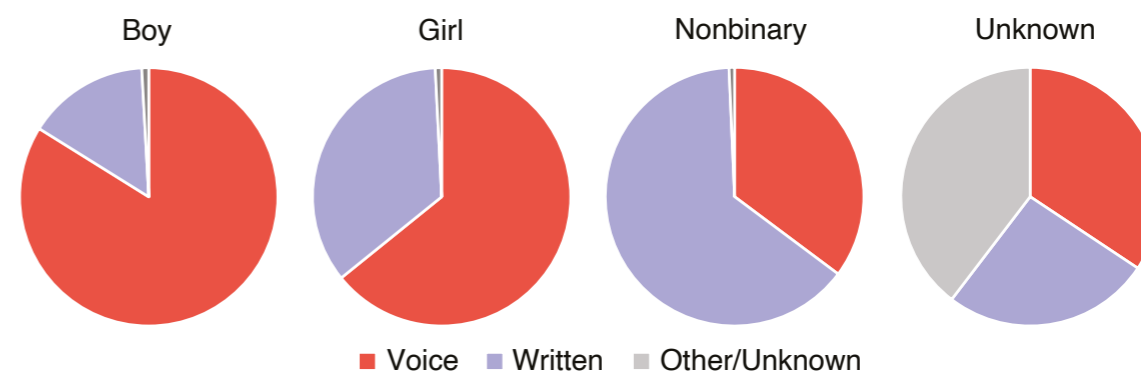
Method of contact (n=78)

Most children and young people still contact child helplines by calling on the phone (58% of counselling contacts). 18% use a website chat, and another 5% send an e-mail. The method of 14% of contacts is unknown or different to the ones listed in our data framework.

Using data from 56 child helplines who have submitted data on methods of contact consistently since 2021, we can compare 2023's findings with those of previous years. We find that **online methods of contacting a child helpline (consisting of Website Chat and Website Forum, Text Messages, Social Media, E-mail and Mobile App) have increased from 25% of all counselling contacts to 32% of all counselling contacts. In contrast, voice-based methods (Outreach, Walk In / In Person and, mainly, Telephone) have decreased from 71% to 67%.**

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---------------------|------------------|-------------|----------------|----------------|---------------|----------------|
| Telephone | 1,336,428 | 58.4% | 534,441 | 534,397 | 8,539 | 259,051 |
| Website Chat | 399,618 | 17.5% | 60,756 | 20,9176 | 10,740 | 118,946 |
| Other | 311,829 | 13.6% | 5,675 | 6,799 | 185 | 299,170 |
| E-mail | 113,932 | 5.0% | 11,692 | 40,612 | 3,481 | 58,147 |
| Social Media | 46,221 | 2.0% | 19,416 | 20,119 | 87 | 6,599 |
| Text Message (SMS) | 37,673 | 1.6% | 4,841 | 21,456 | 2,747 | 8,629 |
| Walk-In / In Person | 14,566 | 0.6% | 6,270 | 7,207 | 906 | 183 |
| Outreach | 13,990 | 0.6% | 7,169 | 6,813 | 7 | 1 |
| Mobile App | 7,616 | 0.3% | 1,787 | 4,827 | 133 | 869 |
| Website Forum | 5,617 | 0.2% | 494 | 2,109 | 21 | 2,993 |
| Post | 1,799 | 0.1% | 735 | 856 | 0 | 208 |
| Bulletin Board | 339 | 0.0% | 0 | 0 | 0 | 339 |
| Total | 2,289,628 | 100% | 653,276 | 854,371 | 26,846 | 755,135 |

Boys show a strong preference for phoning child helplines, making 82% of their contacts in this way. Girls use a phone for 63% of their counselling contacts, and Website Chat accounts for another quarter of all girls' contacts. For children and young people who identify as nonbinary, the phone is less preferred to a website chat, which they use in 40% of their counselling contacts.



Caller (n=64)

When considered globally, we find that two-thirds (67%) of contacts to child helplines come directly from the child or young person and 23% come from an adult on behalf of a child or someone in a position of responsibility. In a few cases, it is another child that makes contact on behalf of a child (4%). However, this distribution varies considerably between regions. In the European and Asia-Pacific regions nearly all contacts come from the children and young people themselves (82% and 96%, respectively). On the other hand, in the Americas and Caribbean and MENA regions, they account for only half of the contacts (47% and 49%, respectively). In the African region, only 37% of contacts are made by the children or young people themselves, while 47% are made by adults and a further 9% by children on behalf of other children.

Global overview

Reasons for contact (N=75)

We obtained data on the reasons for contact in 2023 from 75 child helplines, mapped at a categorical level as outlined by our Data Framework.

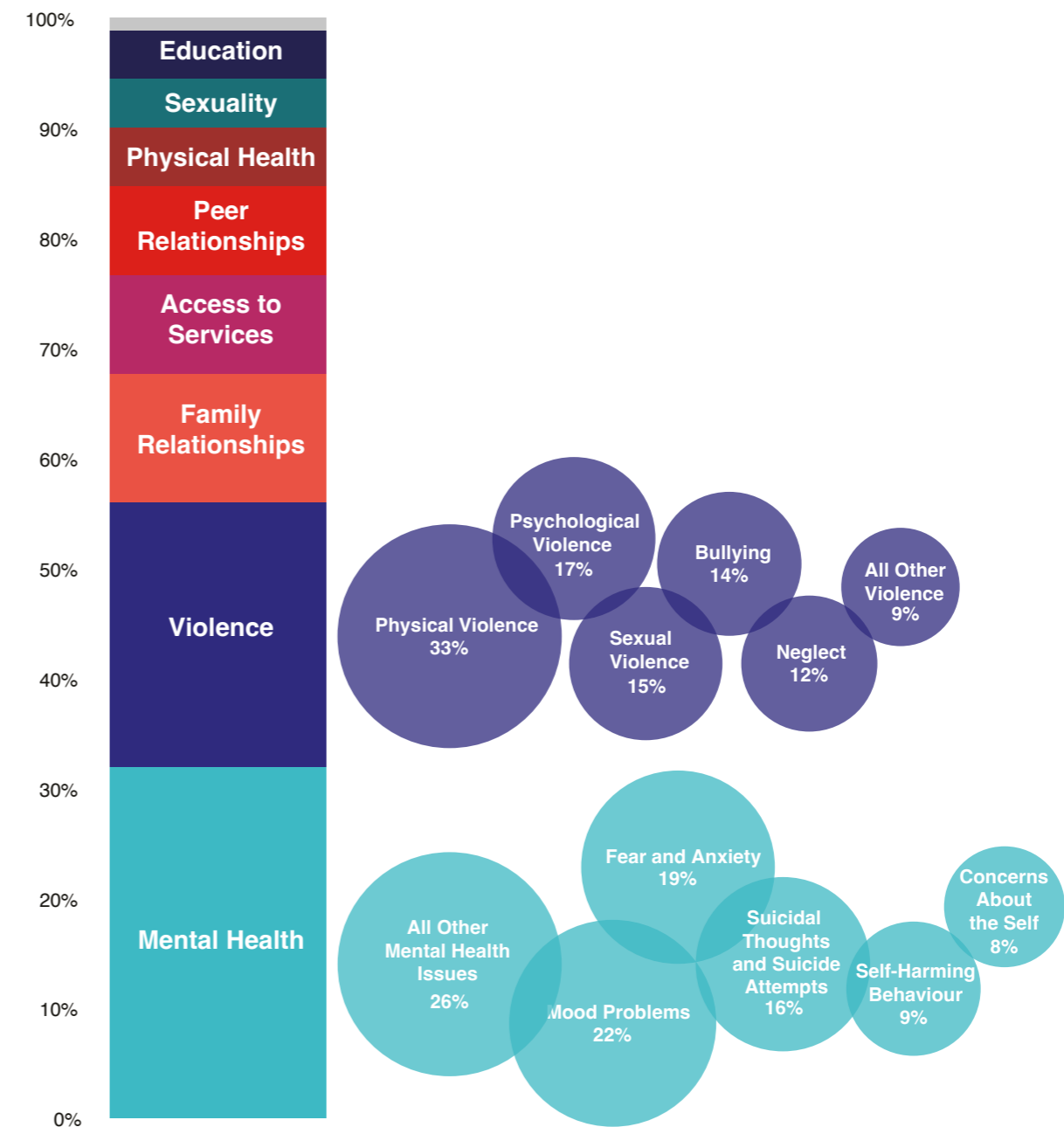
The table below presents the number of contacts received in our network in 2023 related to each of the ten reasons for contact from our framework. Please note that the added number of reasons does not match the overall number of counselling contacts because some contacts might relate to multiple reasons, child helplines record reasons that are not captured by our framework, or the child helplines might not have reported data on the reasons underlying each of their received counselling contacts.

Most common reasons and how they vary for different genders

Mental Health was the most common reason for children and young people to contact child helplines around the world in 2023, accounting for nearly a third of all counselling contacts made that year. Another quarter of contacts concerned **Violence**, followed by issues with **Family Relationships**.

Girls and nonbinary children and young people contact child helplines around the world about mental health more often than boys do. Boys and nonbinary children and young people contact to discuss their sexuality more often than girls do. Girls are as likely as boys to contact a child helpline with issues of violence, and more so than nonbinary children and young people.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|------------------------------|------------------|-------------|----------------|------------------|---------------|----------------|
| Mental Health | 795,590 | 31.9% | 211,863 | 431,225 | 17,675 | 134,827 |
| Violence | 599,751 | 24.1% | 224,024 | 305,238 | 6,410 | 64,079 |
| Family Relationships | 292,165 | 11.7% | 99,916 | 152,394 | 3,795 | 36,060 |
| Access to Services | 221,884 | 8.9% | 76,632 | 105,547 | 2,813 | 36,892 |
| Peer Relationships | 201,444 | 8.1% | 65,222 | 108,334 | 3,119 | 24,769 |
| Physical Health | 132,243 | 5.3% | 57,422 | 58,235 | 590 | 15,996 |
| Sexuality | 112,705 | 4.5% | 59,276 | 29,752 | 5,219 | 18,458 |
| Education and Occupation | 109,536 | 4.4% | 34,902 | 53,683 | 1,387 | 19,564 |
| Missing Children | 13,954 | 0.6% | 3,869 | 5,574 | 69 | 4,442 |
| Discrimination and Exclusion | 12,930 | 0.5% | 4,848 | 5,776 | 652 | 1,654 |
| Total | 2,492,202 | 100% | 837,974 | 1,255,758 | 41,729 | 356,741 |



Global overview

DEEP DIVE: MENTAL HEALTH (N=71)

Globally, Mood Problems (which include depression, lack of motivation and loneliness) were the most common mental health-related reasons to contact a child helpline in 2023. Similarly frequent were contacts involving Fear and Anxiety. The third most common reason was counselling contacts around Suicidal Thoughts and Suicide Attempts. Self-Harming Behaviour and Concerns About the Self (one's identity and body) followed.

While depression and anxiety were as frequently brought up by boys, girls and nonbinary children and young people, some issues are more specific to one gender and not the other. For example, Suicidal Thoughts and Suicide Attempts were far more prevalent in contacts from nonbinary children and young people (29% of all of their mental health-related contacts) compared with girls (15%) and boys (12%). Self-Harming Behaviour was more frequent in girls' contacts (11%) and in those coming from nonbinary children and young people (13%), and far less frequent in boys' contacts (4%). On the contrary, Addictive Behaviour and Substance Use, as well as Behavioural Problems, were brought up more frequently by boys (10% and 7% of their mental health-related contacts, respectively) compared with girls (4% and 3% of their contacts) or nonbinary children and young people (3% and 1%).

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--|----------------|-------------|----------------|----------------|---------------|----------------|
| Emotional Distress – Mood Problems | 176,048 | 22.1% | 51,699 | 102,241 | 3,895 | 18,213 |
| Emotional Distress – Fear and Anxiety Problems | 153,990 | 19.4% | 38,465 | 82,001 | 2,793 | 30,731 |
| Suicidal Thoughts and Suicide Attempts | 125,119 | 15.7% | 26,130 | 65,619 | 5,042 | 28,328 |
| Self-Harming Behaviour | 74,204 | 9.3% | 9,377 | 47,306 | 2,299 | 15,222 |
| Concerns About the Self | 60,032 | 7.5% | 15,037 | 36,314 | 1,186 | 7,495 |
| Unspecified/Other | 54,147 | 6.8% | 12,989 | 27,210 | 970 | 12,978 |
| Addictive Behaviour and Substance Use | 47,085 | 5.9% | 21,785 | 18,015 | 478 | 6,807 |
| Behavioural Problems | 33,210 | 4.2% | 14,021 | 15,156 | 197 | 3,836 |
| Emotional Distress – Anger Problems | 29,586 | 3.7% | 12,678 | 12,899 | 199 | 3,810 |
| Problems with Eating Behaviour | 22,767 | 2.9% | 2,066 | 15,148 | 377 | 5,176 |
| Traumatic Distress | 14,213 | 1.8% | 5,307 | 6,998 | 203 | 1,705 |
| Neurodevelopmental Concerns | 5,189 | 0.6% | 2,309 | 2,318 | 36 | 526 |
| Total | 795,590 | 100% | 211,863 | 431,225 | 17,675 | 134,827 |

DEEP DIVE: VIOLENCE (N=75)

As in previous years, Physical Violence was the most common violence-related reason for children and young people to contact a child helpline in 2023, and it was more commonly brought up by boys and nonbinary children and young people than girls. The second most common form of violence was Psychological Violence, which was more commonly brought up by nonbinary children and young people compared with boys or girls.

Sexual Violence, the third most common reason, is most frequently brought up by girls (21% of their violence-related contacts) compared with contacts from nonbinary children and young people (15%) and even less in contacts from boys (10%).

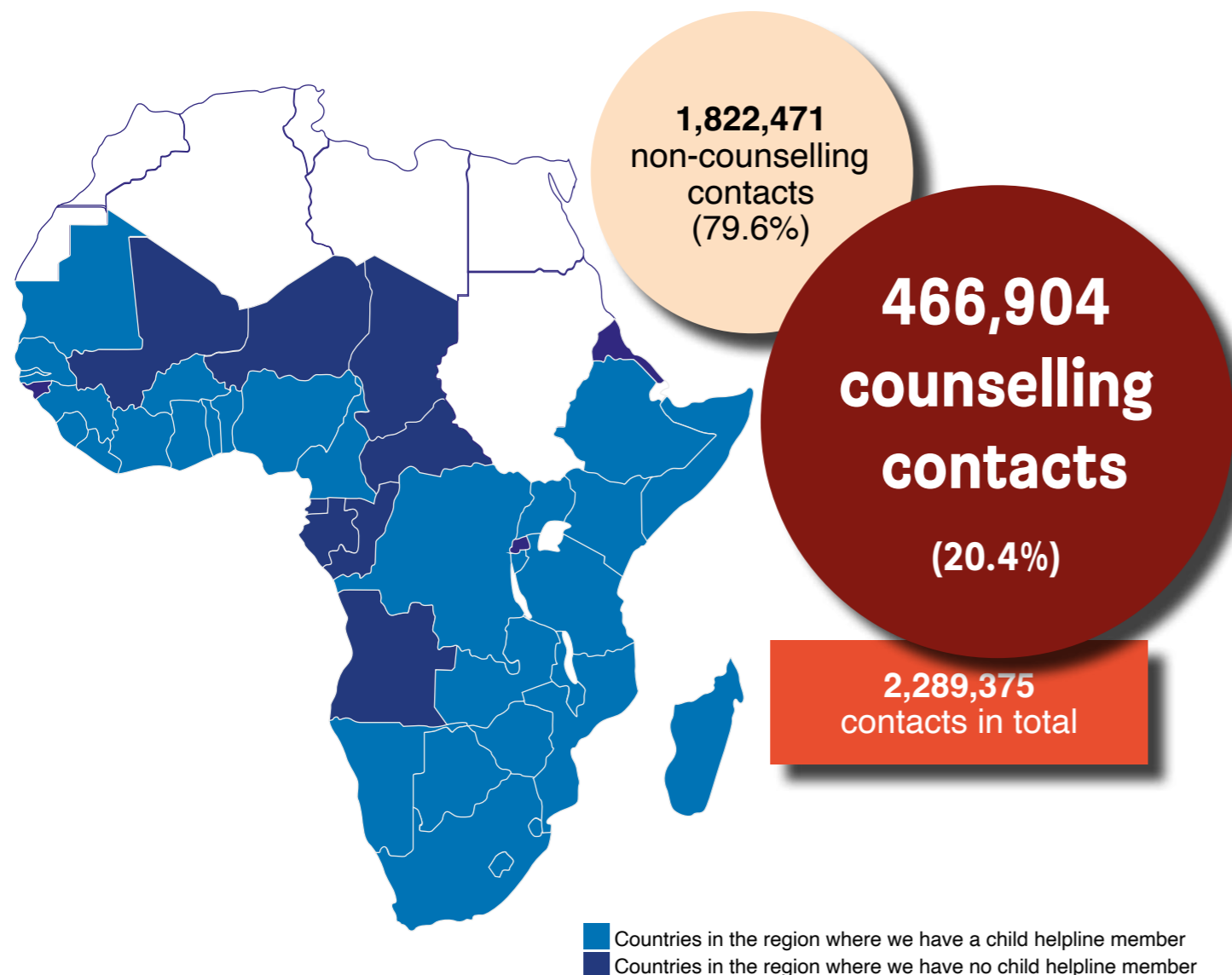
| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---|----------------|-------------|----------------|----------------|--------------|---------------|
| Physical Violence | 195,992 | 32.7% | 86,437 | 90,816 | 2,237 | 16,502 |
| Psychological Violence | 103,784 | 17.3% | 38,666 | 53,490 | 1,546 | 10,082 |
| Sexual Violence | 91,819 | 15.3% | 21,763 | 62,783 | 971 | 6,302 |
| Bullying | 81,110 | 13.5% | 31,549 | 34,925 | 1,163 | 13,473 |
| Neglect | 72,338 | 12.1% | 28,046 | 32,569 | 361 | 11,362 |
| Gender-Based Harmful Traditional Practices (other than FGM) | 11,787 | 2.0% | 3,808 | 6,818 | 1 | 1,160 |
| Child Labour | 10,705 | 1.8% | 5,808 | 3,890 | 0 | 1,007 |
| Unspecified/Other | 8,988 | 1.5% | 2,601 | 5,047 | 96 | 1,244 |
| Child/Early/Forced Marriage | 8,117 | 1.3% | 275 | 7,706 | 2 | 134 |
| Online Sexual Abuse and Exploitation | 7,219 | 1.2% | 2,332 | 3,332 | 28 | 1,527 |
| Harmful Traditional Practices (other than Child Marriage and FGM) | 5,205 | 0.9% | 2,214 | 1,960 | 0 | 1,031 |
| Commercial Sexual Exploitation (Offline) | 2,537 | 0.4% | 525 | 1,764 | 5 | 243 |
| Female Genital Mutilation (FGM) | 150 | 0.0% | 0 | 138 | 0 | 12 |
| Total | 599,751 | 100% | 22,4024 | 305,238 | 6,410 | 64,079 |

We received data from 12 child helplines located in 12 countries, representing 44% of our full and active members in the region.

Almost 80% of the counselling contacts in Africa were reported by two countries. Our member in Zambia reported 290,603 of the region's counselling contacts, making up 62% of them. Our member in South Africa reported 80,889 (17.3%) counselling contacts.

Our members in Botswana (3,249), Namibia (1,122), Mauritania (934), and Ethiopia (480) reported less than 1% of the counselling contacts each.

Because the data from Childline Zambia may not represent the entire region, we provide the data with and without their data in some cases below.



Age (n=12)

Almost a third of contacts in Africa come from the oldest age bracket – those of young people aged 18-24. Contacts concerning children under 10 account for a tenth of contacts. When considering the regional data without Childline Zambia, the largest age bracket is 10-12, followed by those whose age is unknown, and 13 to 15-year olds.

Unlike in other regions, contacts from or concerning boys are as common as contacts from or concerning girls. This is due to the contacts from boys aged 18-24, which account for 58% of contacts whose gender is known in that age group. In other age groups, girls are the majority of contacts. Many of the contacts come from Childline Zambia, and removing its data would reveal a clear majority of contacts from girls (81,686 compared with 63,626 from or about boys) in the region.

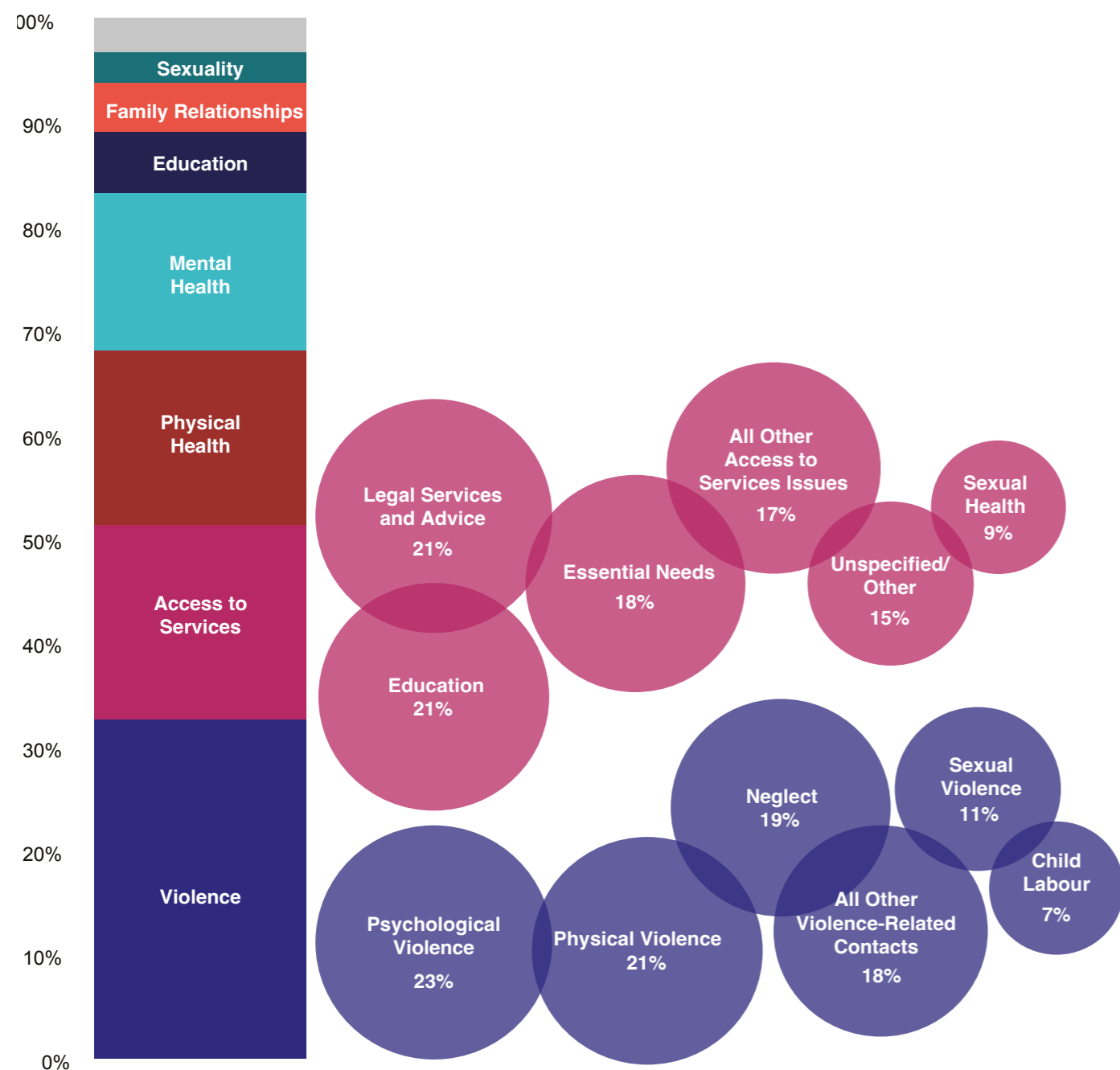
| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--------------|----------------|-------------|----------------|----------------|-----------|---------------|
| 18-24 | 145,559 | 31.1% | 77,087 | 55,977 | 4 | 12,491 |
| 16-17 | 100,014 | 21.4% | 38,710 | 46,851 | 2 | 14,451 |
| 13-15 | 78,765 | 16.8% | 31,574 | 36,260 | 7 | 10,924 |
| 10-12 | 59,123 | 12.6% | 25,580 | 28,169 | 1 | 5,373 |
| Unknown | 32,158 | 6.9% | 2,125 | 5,731 | 1 | 24,301 |
| 07-09 | 25,164 | 5.4% | 10,147 | 12,505 | 1 | 2,511 |
| 04-06 | 13,902 | 3.0% | 5,976 | 7,135 | 3 | 788 |
| 00-03 | 12,935 | 2.8% | 5,650 | 6,330 | 1 | 954 |
| Total | 467,620 | 100% | 196,849 | 198,958 | 20 | 71,793 |

Method of contact (n=11)

90% of contacts to African child helplines come via telephone. Contacts through social media account for another 7%, and the remaining 3% is split between other methods of contact. This remains true when considering the regional data without ChildLine Zambia. Boys are more likely than girls to use social media when contacting a child helpline, while girls are slightly more likely to use a phone than boys.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---------------------|----------------|-------------|----------------|----------------|-----------|---------------|
| Telephone | 409,919 | 89.7% | 175,630 | 180,864 | 11 | 53,414 |
| Social Media | 34,066 | 7.4% | 17,468 | 10,543 | 0 | 6,055 |
| Walk-In / In Person | 8,492 | 1.9% | 3,033 | 5,307 | 3 | 149 |
| Website Chat | 2,147 | 0.5% | 630 | 1,226 | 5 | 286 |
| Outreach | 1,347 | 0.3% | 898 | 449 | 0 | 0 |
| E-mail | 735 | 0.2% | 278 | 346 | 0 | 111 |
| Other | 198 | 0.0% | 81 | 109 | 0 | 8 |
| Text Message (SMS) | 23 | 0.0% | 3 | 18 | 0 | 2 |
| Post | 12 | 0.0% | 0 | 12 | 0 | 0 |
| Mobile App | 1 | 0.0% | 0 | 1 | 0 | 0 |
| Total | 456,940 | 100% | 198,021 | 198,875 | 19 | 60,025 |

Reasons for Contact (n=12)



Most common reasons and how they vary for different genders

Consistent with previous years (2021-2022), Violence is the most common reason for children and young people to contact a child helpline in Africa. Violence accounts for a third of contacts in the region. The second most common reason is issues with Access to Services, and nearly as frequent are contacts concerning Physical Health.

When removing the data from Childline Zambia, Access to Services appears to be the most common reason for contacting a child helpline in the region (and Violence second). The order of all other reasons remains similar.

While girls are more likely to contact a child helpline with issues related to Violence and Access to Services, boys are more likely to contact with issues relating to Physical and Mental Health, Sexuality and Peer Relationships.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|------------------------------|----------------|-------------|----------------|----------------|-----------|---------------|
| Violence | 137,748 | 32.7% | 55,398 | 67,806 | 6 | 14,538 |
| Access to Services | 78,531 | 18.6% | 32,198 | 37,901 | 3 | 8,429 |
| Physical Health | 70,861 | 16.8% | 33,033 | 28,966 | 0 | 8,862 |
| Mental Health | 63,778 | 15.1% | 27,516 | 24,693 | 12 | 11,557 |
| Education and Occupation | 24,841 | 5.9% | 12,044 | 11,068 | 0 | 1,729 |
| Family Relationships | 19,713 | 4.7% | 9,974 | 8,774 | 5 | 960 |
| Sexuality | 12,577 | 3.0% | 6,057 | 3,117 | 3 | 3,400 |
| Peer Relationships | 6,562 | 1.6% | 4,749 | 1,174 | 0 | 639 |
| Discrimination and Exclusion | 5,629 | 1.3% | 2,227 | 2,862 | 4 | 536 |
| Missing Children | 1,451 | 0.3% | 576 | 696 | 0 | 179 |
| Total | 421,691 | 100% | 183,772 | 187,057 | 33 | 50,829 |

DEEP DIVE: VIOLENCE (N=12)

Psychological Violence, Physical Violence and Neglect are the three most common types of violence that come up in counselling contacts in the region. Together, the three cover nearly two-thirds of violence-related contacts.

Most types of violence affect boys and girls similarly. However, some exceptions exist. Girls are far more likely to contact a child helpline to receive support around Sexual violence, including online and offline sexual exploitation. Unsurprisingly, Child marriage and Female Genital Mutilation (FGM) are also issues affecting girls but not boys. Conversely, Child labour is an issue for which boys are more likely to contact a child helpline.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---|----------------|-------------|---------------|---------------|-----------|---------------|
| Psychological Violence | 30,997 | 22.5% | 15,616 | 13,647 | 1 | 1,733 |
| Physical Violence | 29,375 | 21.3% | 12,207 | 12,034 | 1 | 5,133 |
| Neglect | 26,750 | 19.4% | 11,818 | 10,959 | 4 | 3,969 |
| Sexual Violence | 15,235 | 11.1% | 3,935 | 11,069 | 0 | 231 |
| Child Labour | 10,080 | 7.3% | 5,557 | 3,670 | 0 | 853 |
| Child/Early/Forced Marriage | 7,885 | 5.7% | 250 | 7,594 | 0 | 41 |
| Harmful Traditional Practices (other than Child Marriage and FGM) | 5,199 | 3.8% | 2,213 | 1,955 | 0 | 1,031 |
| Gender-Based Harmful Traditional Practices (other than FGM) | 5,006 | 3.6% | 1,237 | 2,669 | 0 | 1,100 |
| Bullying | 4,202 | 3.0% | 1,786 | 2,219 | 0 | 197 |
| Commercial Sexual Exploitation (Offline) | 1,613 | 1.2% | 325 | 1,252 | 0 | 36 |
| Unspecified/Other | 671 | 0.5% | 276 | 241 | 0 | 154 |
| Online Sexual Abuse and Exploitation | 601 | 0.4% | 178 | 375 | 0 | 48 |
| Female Genital Mutilation (FGM) | 134 | 0.1% | 0 | 122 | 0 | 12 |
| Total | 137,748 | 100% | 55,398 | 67,806 | 6 | 14,538 |

DEEP DIVE: ACCESS TO SERVICES (N=12)

Most contacts concerning Access to Services were about Legal Services or Education, each accounting for a fifth of the contacts in this category, and issues around Essential Needs were nearly as frequent.

There are no substantial gender differences in contacts concerning Access to Services.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|-----------------------------|---------------|-------------|---------------|---------------|-----------|--------------|
| Legal Services and Advice | 16,107 | 20.5% | 6,390 | 6,242 | 1 | 3,474 |
| Education | 16,102 | 20.5% | 6,203 | 8,511 | 0 | 1,388 |
| Essential Needs | 14,405 | 18.3% | 6,624 | 6,924 | 0 | 857 |
| Unspecified/Other | 11,769 | 15.0% | 5,048 | 6,717 | 0 | 4 |
| Sexual Health Services | 6,771 | 8.6% | 2,506 | 3,666 | 0 | 599 |
| Mental Health Services | 4,797 | 6.1% | 2,192 | 1,837 | 0 | 768 |
| General Healthcare Services | 4,655 | 5.9% | 1,760 | 2,093 | 0 | 802 |
| Socio-Economical Services | 3,925 | 5.0% | 1,475 | 1,911 | 2 | 537 |
| Total | 78,531 | 100% | 32,198 | 37,901 | 3 | 8,429 |

Mental Health

“Since our last talk, I’ve figured out that it’s not my fault that I’m being bullied...I’m so grateful that the child helpline has helped me regain my strength.”

A 16-year-old girl reached out to the child helpline’s chat services to disclose that she was bullied during her childhood and was still being bullied today for her looks and her accent. People accused her of “showing off”. The counsellors chatted to her, navigating through her feelings, and encouraged her to report the bullying at school. They also provided advice as to how she could boost her self-esteem.

She contacted the child helpline some time later and reported that her self-esteem had improved thanks to their advice. However, the bullying was continuing, and she had been having suicidal thoughts because of it. The counsellor suggested she report this to a teacher, but she was not open to this idea. They also suggested she re-evaluate the kinds of friends she was keeping, and provided her with ways to cope with what people said about her. They also referred her to social workers closer to where she lives, who addressed the bullying with the girl’s school.

The girl contacted the child helpline once more, to report that the bully had now been suspended from her school. She felt this had added to her healing, and she would be continuing her therapy sessions with the social worker. She expressed that she had been feeling much better lately and had realized that what happened to her before was not her fault. She was grateful that the child helpline had been there for her



Family Relationships

“He comes home, starts drinking, and then the arguments begin...”

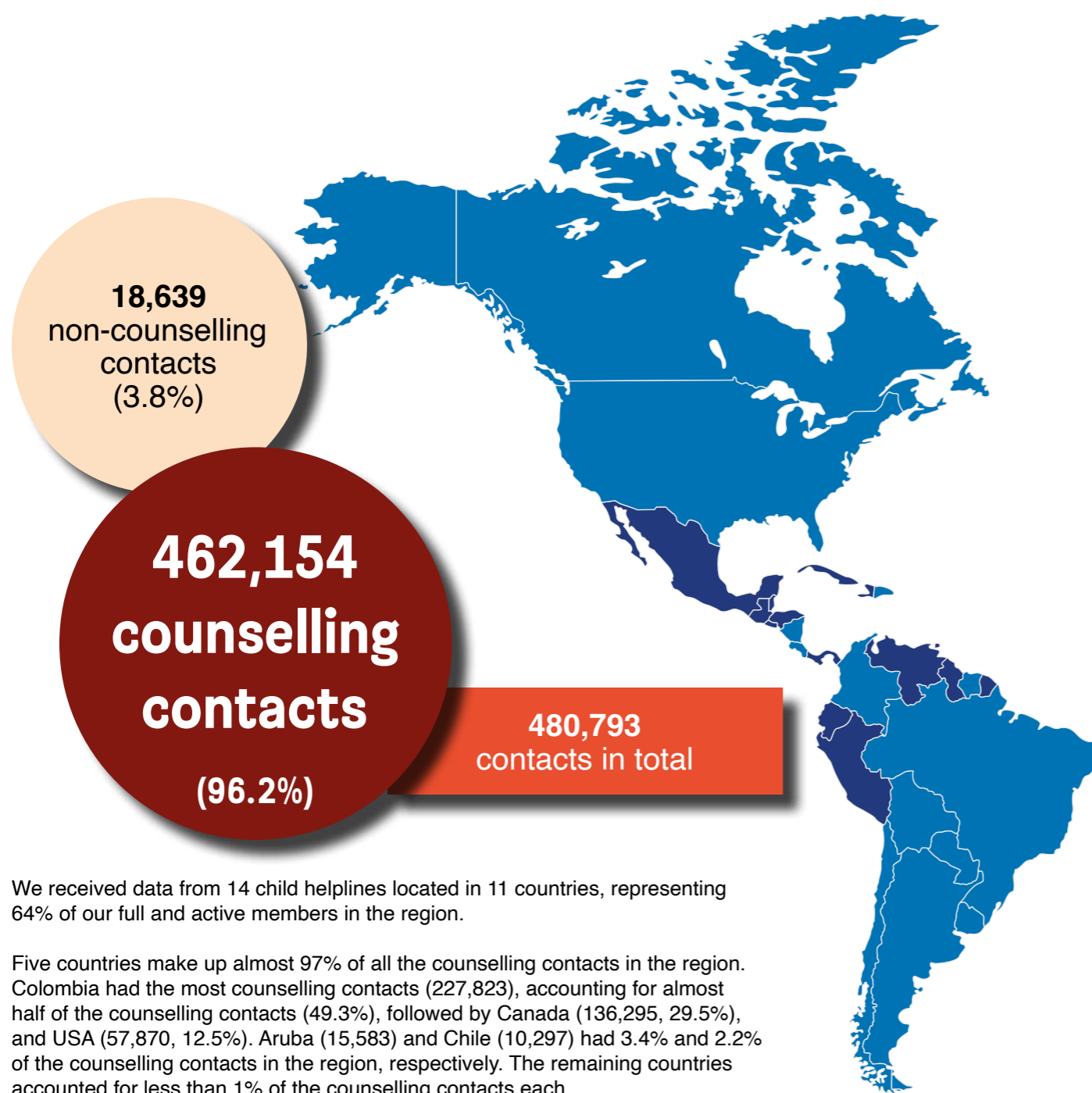
A boy called the child helpline to report that he was facing recurring arguments with his stepfather, which were fuelled by the man’s alcohol consumption upon returning home each evening. These conflicts had been a constant throughout the boy’s childhood, causing him significant distress. He was struggling with disrupted sleep and had noticed a negative impact on his school performance due to the ongoing tension between his mother and stepfather.

After talking with the counsellor, the boy expressed his intent to discuss his feelings with his mother and seek guidance from his teacher if the situation did not improve. The counsellor emphasized the importance of open communication and seeking appropriate support to help navigate the challenges posed by the family dynamics that were affecting the client’s overall health and happiness.

The boy also revealed that he had recently missed a school day due to lack of sleep caused by the previous night’s arguments. He had been able to confide in a supportive woman who was working for the family, and she had been making sure he had time to play with other children. As she clearly recognized the importance of normal social interactions for his wellbeing, the child helpline counsellor got in touch with her, to explore potential ways she could assist him further.



Americas & The Caribbean



■ Countries in the region where we have a child helpline member
■ Countries in the region where we have no child helpline member

Age (n=14)

Unfortunately, for most of the counselling contacts in the Americas and Caribbean region, the age is unknown. This can be the case for either operational reasons (e.g., children do not disclose their ages when making contact and the counsellors do not ask) or for data-logging reasons (e.g., the age brackets used by a child helpline do not map the ones used by Child Helpline International, so all of the information is deemed “Unknown”).

Of those whose ages are known, most contacts concerned young people aged 18-24. Young children, from the unborn to those aged 12, represent a very small fraction of contacts in this region.

In terms of gender, contacts concerning girls represent nearly two-thirds (63%) of contacts in this region. Interestingly, contacts from or about children and young people who identify as nonbinary are almost as common as contacts from or about boys (9.3% and 11.5%, respectively).

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--------------|----------------|-------------|---------------|----------------|---------------|---------------|
| Unknown | 410,440 | 88.8% | 41,706 | 265,152 | 35,631 | 67,951 |
| 18-24 | 22,798 | 4.9% | 4,176 | 10,947 | 4,324 | 3,351 |
| 13-15 | 11,617 | 2.5% | 2,455 | 6,350 | 1,391 | 1,421 |
| 16-17 | 7,390 | 1.6% | 1,146 | 4,109 | 999 | 1,136 |
| 10-12 | 4,228 | 0.9% | 900 | 1,999 | 670 | 659 |
| 04-06 | 2,085 | 0.5% | 1,064 | 874 | 20 | 127 |
| 00-03 | 1,928 | 0.4% | 1,036 | 857 | 0 | 35 |
| 07-09 | 1,787 | 0.4% | 701 | 804 | 108 | 174 |
| Unborn | 1 | 0% | 0 | 1 | 0 | 0 |
| Total | 462,274 | 100% | 53,184 | 291,093 | 43,143 | 74,854 |

Americas & The Caribbean

Method of contact (n=14)

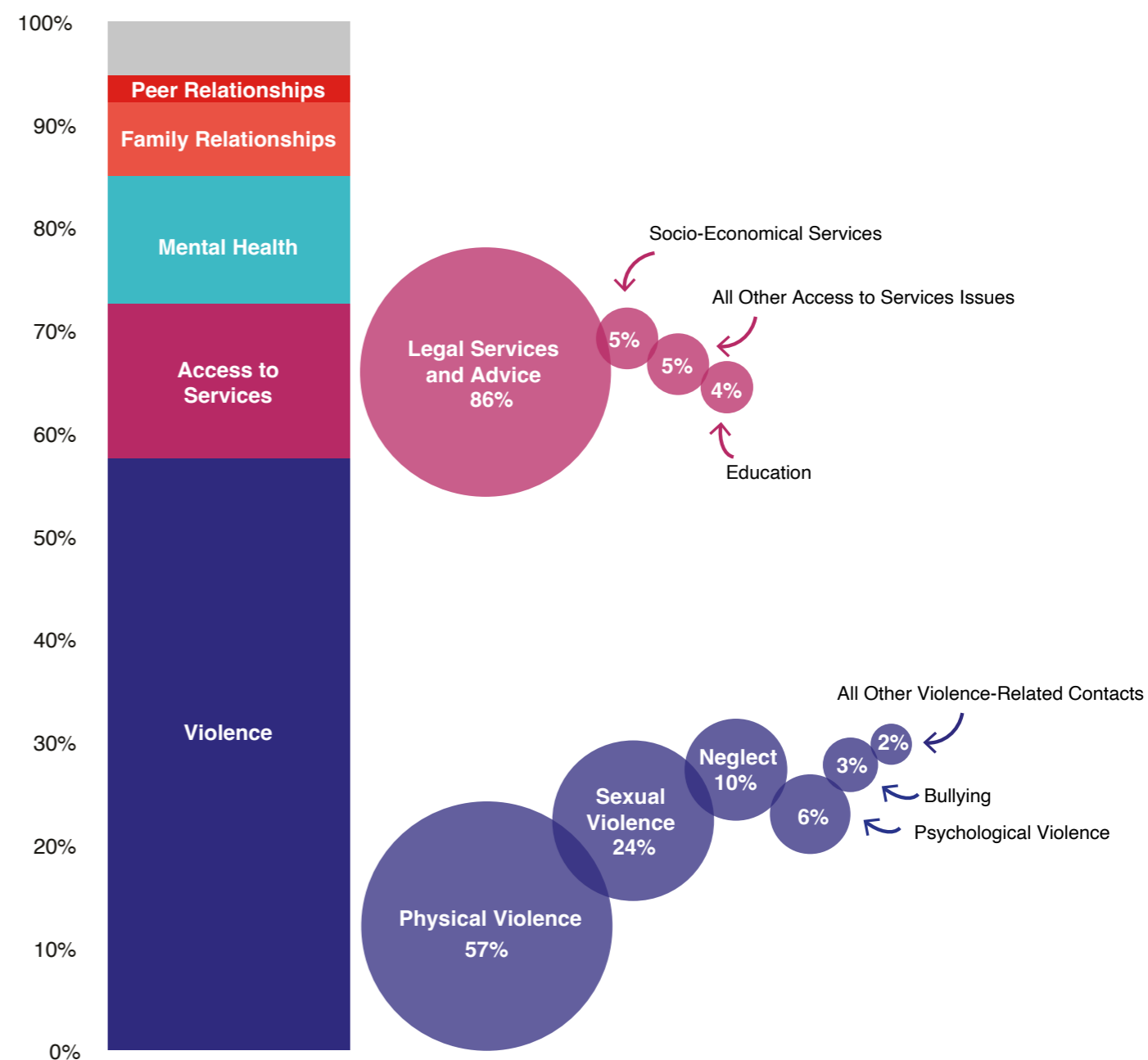
Here, most of the contacts do not have their method of contact logged or it does not fit any of the existing subcategories. When known, an overwhelming majority come through telephone (62%), compared to written forms of contact such as chat (15%), text messages (10%), social media (1.5%), etc.

Boys and girls have a similar preference to contact via phone, accounting to 51% and 52% of all of their counselling contacts (wherever this information is available), respectively.

Children and young people who identify as nonbinary also use the phone most commonly, though less so than girls and boys (42%). Boys are far more likely to get in touch through outreach – 19% of contacts from or about boys came via that method, as opposed to only 8% from or about girls, and none of the nonbinary contacts. Girls show a stronger preference for chat and text messages, such that both these methods of contact account for 21% and 12% of their contacts (compared with 16% and 8% of contacts made by boys). The preference for these forms of communication is even stronger for nonbinary children and young people, for whom texting and chatting account for 58% of their contacts.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---------------------|----------------|-------------|---------------|---------------|--------------|----------------|
| Other | 295,971 | 64.1% | 396 | 387 | 0 | 295,188 |
| Telephone | 102,657 | 22.2% | 15,800 | 37,720 | 3,663 | 45,474 |
| Website Chat | 25,024 | 5.4% | 4,901 | 15,334 | 2,443 | 2,346 |
| Text Message (SMS) | 16,815 | 3.6% | 2,340 | 8,821 | 2,558 | 3,096 |
| Outreach | 11,880 | 2.6% | 5,879 | 6,000 | 0 | 1 |
| Website Forum | 2,811 | 0.6% | 26 | 15 | 0 | 2,770 |
| Social Media | 2,597 | 0.6% | 362 | 2,037 | 7 | 191 |
| Post | 1,779 | 0.4% | 729 | 844 | 0 | 206 |
| E-mail | 1,594 | 0.3% | 711 | 716 | 0 | 167 |
| Mobile App | 594 | 0.1% | 24 | 186 | 0 | 384 |
| Bulletin Board | 339 | 0.1% | 0 | 0 | 0 | 339 |
| Walk-In / In Person | 21 | 0% | 0 | 0 | 0 | 21 |
| Total | 462,082 | 100% | 31,168 | 72,060 | 8,671 | 350,183 |

Reasons for contact (n=14)



Americas & The Caribbean

Most common reasons and how they vary for different genders

Violence was by far the most common reason why children and young people reached out to child helplines in the Americas and Caribbean region in 2023, accounting for more than half the contacts. To a smaller extent, child helplines supported with issues relating to Access to Services (15.1%), Mental Health (12.4%), and Family Relationships (7.2%). This is fairly consistent with the data from 2022.

Children of different gender identities contact child helplines for different reasons. Girls contact child helplines more often than boys or nonbinary children and young people do. This is true, irrespective of the reason for their contact, though it is more pronounced in some topics compared with others, such as Mental Health and Peer Relationships. Taking into account the difference in number of contacts, we see that Violence comes up in contacts made by boys as often as it does in contacts made by girls (72% compared with 64%), but less so in contacts made by nonbinary children and young people (28%). The same is true for Access to Services. On the other hand, while only 7.5% of contacts made by boys concern Mental Health, 14% of contacts made by girls and 29% of contacts made by nonbinary children and young people do. Family Relationships and Peer Relationships are also more common reasons for nonbinary children and young people to contact child helplines in the region, compared with boys or girls, as are sexuality and discrimination.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|------------------------------|----------------|-------------|----------------|----------------|---------------|---------------|
| Violence | 191,053 | 57.5% | 74,011 | 98,580 | 4,244 | 14,218 |
| Access to Services | 50,085 | 15.1% | 11,556 | 16,166 | 771 | 21,592 |
| Mental Health | 41,196 | 12.4% | 7,669 | 21,055 | 4,337 | 8,135 |
| Family Relationships | 23,819 | 7.2% | 5,676 | 10,147 | 2,110 | 5,886 |
| Peer Relationships | 8,642 | 2.6% | 1,158 | 3,607 | 1,286 | 2,591 |
| Education and Occupation | 6,666 | 2% | 1,435 | 2,500 | 687 | 2,044 |
| Missing Children | 4,438 | 1.3% | 303 | 580 | 46 | 3,509 |
| Sexuality | 3,865 | 1.2% | 531 | 1,163 | 1,182 | 989 |
| Discrimination and Exclusion | 1,391 | 0.4% | 269 | 400 | 407 | 315 |
| Physical Health | 1,172 | 0.35% | 243 | 534 | 41 | 354 |
| Total | 332,327 | 100% | 102,851 | 154,732 | 15,111 | 59,633 |

DEEP DIVE: VIOLENCE (N=14)

Although Physical Violence is the most common type of violence reported by child helplines in the region, it affects boys more than girls or nonbinary children and young people, accounting for 71% of their contacts (compared to 50% and 45%, respectively). Sexual Violence comes up in a third of all violence-related contacts from girls, compared with 14% of boys' contacts and 11.5% of those made by nonbinary children and young people. Lastly, Psychological Violence and Bullying are both more common reasons for children and young people who identify as nonbinary to contact a child helpline, accounting for 27% and 9.5% of their violence-related contacts, respectively, compared with girls or boys (around 2.5-5%).

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--|----------------|-------------|---------------|---------------|--------------|---------------|
| Physical Violence | 108,486 | 56.8% | 52,926 | 49,536 | 1,928 | 4,096 |
| Sexual Violence | 45,039 | 23.6% | 10,046 | 32,648 | 489 | 1,856 |
| Neglect | 18,176 | 9.5% | 5,498 | 7,106 | 256 | 5,316 |
| Psychological Violence | 11,139 | 5.8% | 2,821 | 5,521 | 1,131 | 1,666 |
| Bullying | 5,249 | 2.8% | 1,748 | 2,454 | 405 | 642 |
| Unspecified/Other | 2,365 | 1.2% | 885 | 1,032 | 33 | 415 |
| Commercial Sexual Exploitation (Offline) | 371 | 0.2% | 58 | 200 | 2 | 111 |
| Child/Early/Forced Marriage | 84 | 0.04% | 4 | 15 | 0 | 65 |
| Child Labour | 69 | 0.04% | 20 | 20 | 0 | 29 |
| Online Sexual Abuse and Exploitation | 60 | 0.03% | 5 | 33 | 0 | 22 |
| Female Genital Mutilation (FGM) | 15 | 0.01% | 0 | 15 | 0 | 0 |
| Total | 191,053 | 100% | 74,011 | 98,580 | 4,244 | 14,218 |

DEEP DIVE: ACCESS TO SERVICES (N=9)

By far, the most common issue in this category has been access to Legal Services and Advice. This has come up in 83% of access-related contacts made by boys and in 85% made by girls. Similarly, Socio-Economical Services, Education and Essential Needs were issues that were raised similarly often in contacts made to child helplines in the region by either boys or girls, but less so by nonbinary children and young people.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|-----------------------------|---------------|-------------|---------------|---------------|------------|---------------|
| Legal Services and Advice | 43,060 | 86% | 9,566 | 13,721 | 545 | 19,228 |
| Socio-Economical Services | 2,641 | 5.3% | 852 | 958 | 13 | 818 |
| Education | 1,898 | 3.8% | 525 | 552 | 3 | 818 |
| Essential Needs | 877 | 1.8% | 301 | 375 | 14 | 187 |
| Mental Health Services | 765 | 1.5% | 196 | 347 | 14 | 208 |
| Unspecified/Other | 618 | 1.2% | 75 | 179 | 181 | 183 |
| General Healthcare Services | 226 | 0.5% | 41 | 34 | 1 | 150 |
| Total | 50,085 | 100% | 11,556 | 16,166 | 771 | 21,592 |

Violence

“She started saying horrible things to me when she found out that I was trans...”

The child helpline was contacted through the chat channel by a 14 year-old who identified as transsexual. The young person related a series of situations showing how, due to their sexual identity, they had become a victim of psychological violence by a maternal aunt. They asked for help getting away from their aunt and ending this violence: “Just a moment ago my aunt started taunting and jibing me again. She’s been doing this for many years... I just said hello and went to my room, but she followed me, shouting and swearing. She has always treated me badly and making me feel worthless. I want to know what I can do.”

The young person stated that in the past this situation had generated a lot of anguish, and they had sometimes felt suicidal, and had turned to self-harming. “When I first told my grandmother I was trans, my two aunts and my grandfather were there, and everyone started to make fun of me. It felt like everyone was against me. Sometimes I feel that I will never have a happy life.”

The child helpline counsellor listened to the young person’s story and validated the emotions associated with it. Based on the possible risks that the young person was facing, the counsellor invited them to look within their own support networks for a trusted adult who could support them, including with any eventual report they might want to make of the continued harassment. The young person identified some potential candidates, including their mother and the school psychologist, but expressed some fears associated with the consequences of disclosing the situation to anyone. These fears were addressed and they were encouraged to seek help. At the end of the conversation, the young person expressed their thanks, telling the counsellor: “I’m already feeling better”.



Voices from the Americas & Caribbean

Mental Health

"You're the only people who listen to me. Nobody else loves me ... I just want to die"

A young woman called the child helpline regularly, needing to feel listened to since she did not have many friends or protective adult figures around her. She indicated that she was suffering from emotional discomfort on a daily basis, and that she experienced many emotional crises. She contacted the child helpline whenever she started to think about suicide. She also discussed her symptoms of anorexia, bulimia and vigorexia, psychotic symptoms and self-harming.

The young woman repeatedly expressed that she had had an "unhappy life" characterized by sexual abuse, neglect and loneliness. She blamed these events for the current state of her mental health. She was experiencing a great deal of sadness and intense emotional pain, and on many occasions deep anger and resentment. She revealed that one of her main concerns was the suffering that prevented her from feeling hope and desire to continue living.



"You're the only people who listen to me. Nobody else loves me, nobody really cares about me, I just want to die." Sometimes she resorted to self-injury to cope with her suicidal thoughts and to alleviate the emotions that overwhelmed her.

She saw herself as an obese person despite the fact that she was close to being underweight. "There are times when I don't eat anything. When I'm no longer thinking of killing myself, I start worrying about losing weight instead. I walk around my house, I make myself throw up my food, I do whatever I have to do, but nothing is enough".

The child helpline counsellor performed all the necessary crisis interventions, including coordination with the National Emergency System and the national agency responsible for protecting children and young people, for immediate assessment and transfer to hospital in the case of high suicide risk. The young woman was placed with a relative, away from her legal guardian who was not acting to protect her in any way. The young woman would be constantly monitored and offered help to reduce her discomfort, and to address her eating behaviour, self-injury and suicidal ideation. Constant emotional listening and validation would be provided in response to her ongoing need for reaffirmation.



Violence

"They asked me to send photos that were more and more sexually explicit..."

A teenager contacted the child helpline through its chat service. She claimed to be the victim of extortion, threatened with disclosure of intimate photos by an organized group of adults. Since her mother expelled her from the family home she had been living with her grandmother, and had begun to feel anxious about the becoming an economic burden on her, since her mother did not contribute any money towards her upkeep. In addition, she felt an intense fear of abandonment. She had started to look for employment, and accepted a job that involved advertising the services of a massage company. She was pressured to send photos of herself that progressively became more explicit and sexual in nature, causing her great anguish, but she had continued to feel the need to contribute to the economic situation of her grandmother's household.

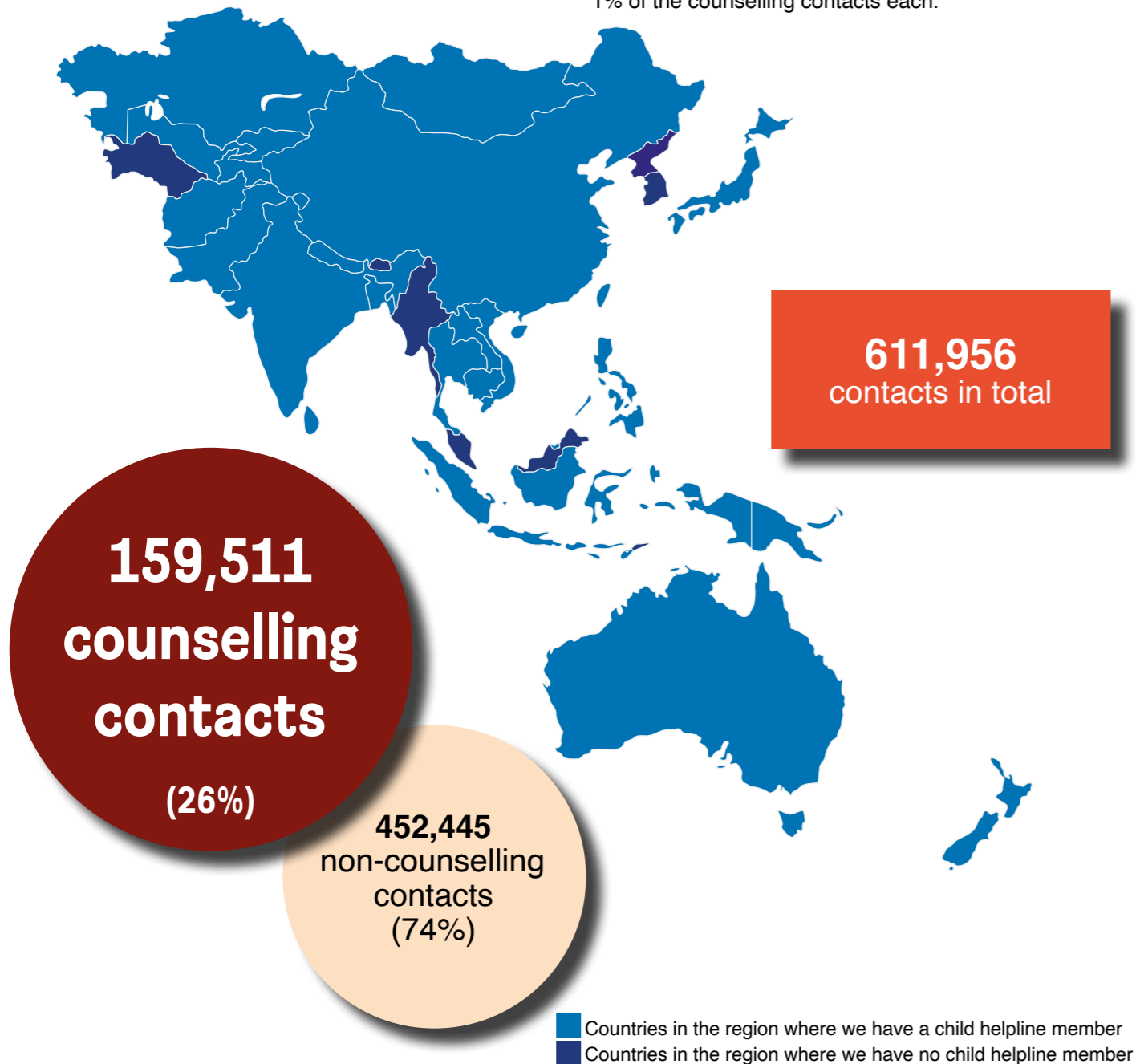
She began to receive threats by this "company" when she expressed doubts about continuing to send photographs of a sexual nature. She was afraid because she had also been required to send them a photo of her identity card, as well as to record a video in which she had been told to confirm her alleged consent. They had also collected personal information about the girl and her family, and had begun to threaten and extort her by threatening to share her photographs with the people close to her.

These threats had continued for a few months, and she had become increasingly concerned about her own safety. In addition, this had all impacted severely upon her mental health, leading to increased suicidal ideation, and an intense sense of guilt and fear of her family finding out about her situation.

Given the risk to which the girl had become exposed and the lack of any identified figures who could provide her with adequate support, the child helpline counsellor agreed with her that they would contact the appropriate authorities in order to raise her case and, if necessary, file a complaint with the Family Courts.

We received data from 11 child helplines located in 11 countries, representing 48% of our full and active members in the region. Another child helpline submitted data after compilation of this report; its data is represented in the Global Overview section.

Our members in four countries reported 90% of the counselling contacts in the region. Our member in Australia reported 69,330 contacts, accounting for 43.5% of the counselling contacts, followed by Japan, which reported 48,903 contacts (30.7%). Thailand reported 15,165 contacts (9.5%), and New Zealand reported 11,587 contacts (7.3%). The others reported less than 1% of the counselling contacts each.



Age (n=10)

More than half of the contacts in the region concern those aged 13-17, at least for the contacts for whom age information is available. This is quite consistent with data from other regions and past years' submissions.

Girls make up the majority of contacts to child helplines in the region, in nearly every age group. Overall, girls account for 56% of the counselling contacts in the region, boys account for 30%, and 5% of contacts concern children and young people who identify as nonbinary.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--------------|----------------|-------------|---------------|---------------|--------------|---------------|
| 16-17 | 43,145 | 27.8% | 18,225 | 21,539 | 1,395 | 1,986 |
| 13-15 | 42,694 | 27.5% | 10,236 | 26,540 | 2,397 | 3,521 |
| 18-24 | 26,660 | 17.1% | 5,764 | 16,097 | 2,906 | 1,893 |
| 10-12 | 21,311 | 13.7% | 4,352 | 14,086 | 977 | 1,896 |
| Unknown | 10,709 | 6.9% | 3,499 | 3,377 | 195 | 3,638 |
| 07-09 | 5,747 | 3.7% | 2,087 | 3,319 | 34 | 307 |
| 00-03 | 2,625 | 1.7% | 1,240 | 1,301 | 0 | 84 |
| 04-06 | 2,589 | 1.7% | 1,510 | 1,026 | 1 | 52 |
| Unborn | 1 | 0.0 | 0 | 0 | 0 | 1 |
| Total | 155,481 | 100% | 46,913 | 87,285 | 7,905 | 13,378 |

Method of contact (n=11)

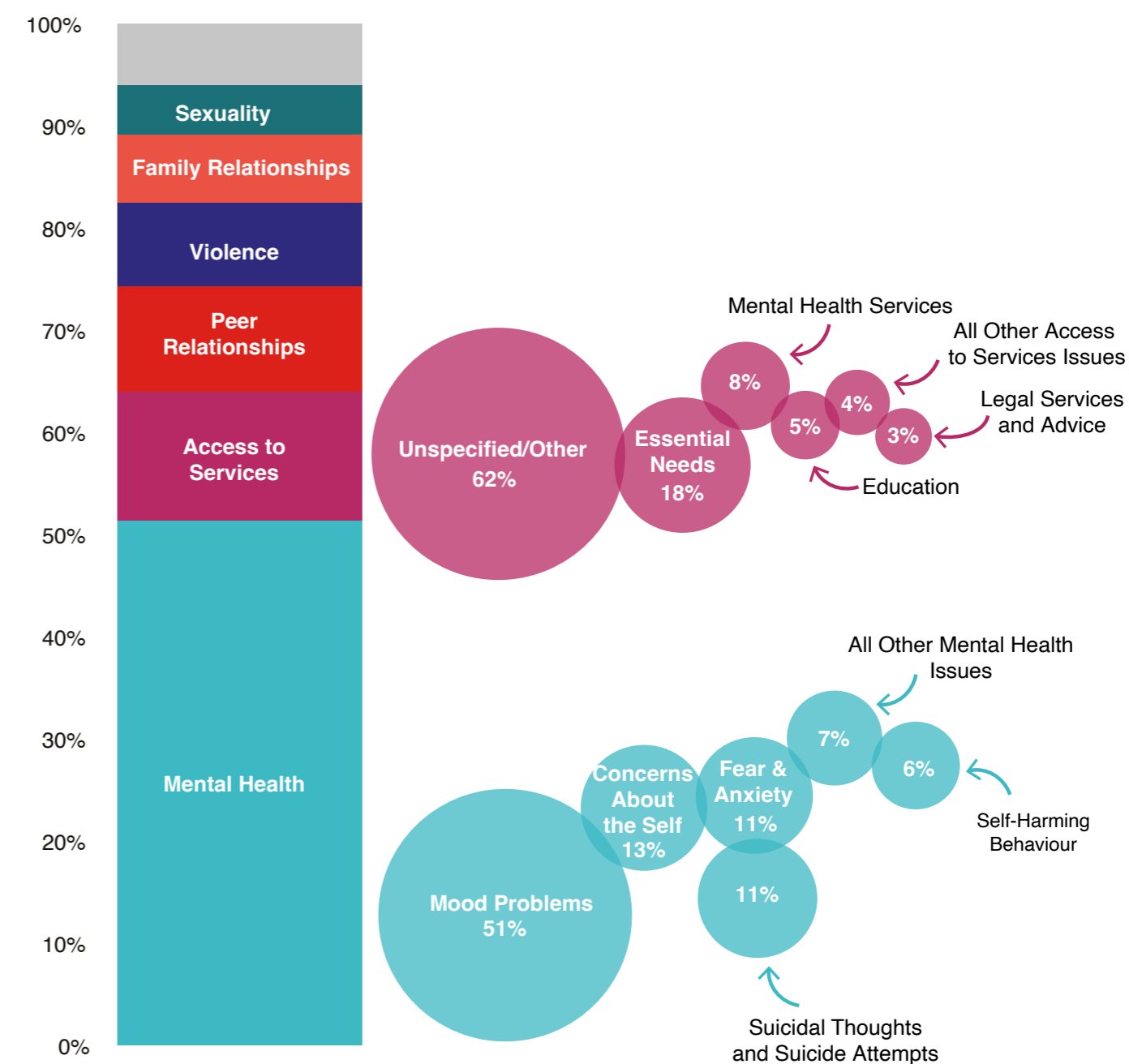
While the most popular method of contact in the region is the telephone, accounting for just over half of the counselling contacts, a third comes through chat services. Further contacts come via social media and e-mail, each with 5%.

As is elsewhere, boys in the region show a strong preference for contacting child helplines through phone. 77% of the counselling contacts made by boys are through this method compared to only half of the contacts made by girls, and a third of those made by nonbinary children and young people.

Chat is a very popular method of contact for girls and nonbinary children and young people, accounting for 36% and 39% of their contacts, respectively. Girls are also much more likely than other gender modalities to contact child helplines through social media, while boys are more likely than girls to contact a child helpline by walking in, in person. For most of the contacts made online, specifically through chat and e-mail, the gender of the child or young person is unknown; if the child does not disclose their gender in that setting, there is no way their gender can be deduced.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---------------------|----------------|-------------|---------------|---------------|--------------|---------------|
| Telephone | 86,314 | 54.1% | 37,013 | 42,918 | 2,470 | 3,913 |
| Website Chat | 51,966 | 32.6% | 6,064 | 30,770 | 2,623 | 12,509 |
| Social Media | 7,597 | 4.8% | 842 | 6,414 | 57 | 284 |
| E-mail | 7,534 | 4.7% | 755 | 4,217 | 655 | 1,907 |
| Walk-In / In Person | 5,292 | 3.3% | 2,903 | 1,485 | 891 | 13 |
| Mobile App | 732 | 0.5% | 334 | 352 | 1 | 45 |
| Outreach | 67 | 0.0% | 31 | 29 | 7 | 0 |
| Post | 6 | 0.0% | 6 | 0 | 0 | 0 |
| Text Message (SMS) | 3 | 0.0% | 1 | 2 | 0 | 0 |
| Total | 159,511 | 100% | 47,949 | 86,187 | 6,704 | 18,671 |

Reasons for contact (n=11)



Most common reasons and how they vary for different genders

Mental Health is the most common reason for contacting a child helpline in the region, accounting for more than half of all counselling contacts here. Access to Services, Peer Relationships and Violence account for roughly a tenth of the contacts each.

Girls are more likely than boys to contact a child helpline because of concerns about Mental Health (54% of contacts made by girls compared with 45% made by boys) or Peer Relationships (12% compared with 7%). Boys, conversely, are more likely to make contact because of issues around Access to Services (16% of contacts made by boys compared with 11% made by girls) or questions about Sexuality (12% compared with 1%). Both genders are as likely to make contact around issues of Violence and Family Relationships.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|------------------------------|----------------|-------------|---------------|----------------|--------------|--------------|
| Mental Health | 104,684 | 51.4% | 28,824 | 65,033 | 5,623 | 5,204 |
| Access to Services | 25,556 | 12.5% | 10,467 | 13,511 | 1,121 | 457 |
| Peer Relationships | 20,962 | 10.3% | 4,419 | 14,442 | 793 | 1,308 |
| Violence | 16,817 | 8.3% | 4,776 | 10,284 | 673 | 1,084 |
| Family Relationships | 13,624 | 6.7% | 3,766 | 8,862 | 235 | 761 |
| Sexuality | 9,705 | 4.8% | 7,583 | 1,237 | 629 | 256 |
| Education and Occupation | 6,791 | 3.3% | 1,861 | 4,351 | 254 | 325 |
| Physical Health | 5,354 | 2.6% | 2,100 | 2,839 | 267 | 148 |
| Discrimination and Exclusion | 96 | 0.0% | 38 | 44 | 9 | 5 |
| Missing Children | 79 | 0.0% | 31 | 45 | 0 | 3 |
| Total | 203,668 | 100% | 63,865 | 120,648 | 9,604 | 9,551 |

DEEP DIVE: MENTAL HEALTH (N=8)

Most of the mental health-related contacts in the region are around Mood Problems (which encompass loneliness and depression). Far less common are Concerns About the Self, Suicidal Thoughts and Suicide Attempts, and Fear and Anxiety Problems – each accounting for between 11% and 13% of mental health-related contacts.

Mood disorders similarly affect children and young people of all gender modalities. Boys seem to be more likely to contact a child helpline with Fear and Anxiety Problems and Anger Problems than girls or nonbinary children and young people. Girls are more likely to make contact with Concerns About the Self than either boys or nonbinary children and young people. Concerns about Suicidal Thoughts and Suicide Attempts are also more likely to be raised by girls than by boys.

More so than either boys or girls, however, suicide-related contacts are coming from children and young people identifying as nonbinary, for whom this is the second most common mental health-related reason to contact a child helpline in the region. In fact, this is the second most common reason nonbinary children and young people are contacting a child helpline in general (mental health or otherwise), accounting for 13% of all counselling contacts made by this group. Self-Harming Behaviour is another mental health-related issue that affects girls more than boys (7% of the mental health-related contacts made by girls compared with 2% made by boys), and nonbinary children and young people more than either (13%).

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--|----------------|-------------|---------------|---------------|--------------|--------------|
| Emotional Distress – Mood Problems | 53,776 | 51.4% | 15,778 | 32,535 | 2,714 | 2,749 |
| Concerns About the Self | 13,377 | 12.8% | 3,157 | 9,208 | 426 | 586 |
| Suicidal Thoughts and Suicide Attempts | 11,987 | 11.4% | 1,592 | 8,371 | 1,260 | 764 |
| Emotional Distress – Fear and Anxiety Problems | 11,493 | 11.0% | 5,060 | 6,107 | 72 | 254 |
| Self-Harming Behaviour | 6,481 | 6.2% | 531 | 4,796 | 749 | 405 |
| Emotional Distress – Anger Problems | 3,808 | 3.6% | 1,588 | 1,914 | 78 | 228 |
| Behavioural Problems | 1,505 | 1.4% | 613 | 709 | 99 | 84 |
| Addictive Behaviour and Substance Use | 1,204 | 1.1% | 392 | 559 | 170 | 83 |
| Problems with Eating Behaviour | 687 | 0.7% | 42 | 551 | 47 | 47 |
| Traumatic Distress | 180 | 0.2% | 29 | 147 | 2 | 2 |
| Neurodevelopmental Concerns | 100 | 0.1% | 30 | 65 | 4 | 1 |
| Unspecified/Other | 86 | 0.1% | 12 | 71 | 2 | 1 |
| Total | 104,684 | 100% | 28,824 | 65,033 | 5,623 | 5,204 |

DEEP DIVE: ACCESS TO SERVICES (N=10)

Unfortunately, most of the contacts in this category fall under “Unspecified/Other”. This means that either the type of service was not logged by the counsellors or indicates a mismatch between the data framework used by the child helplines and the one used by Child Helpline International to collect data.

Of those contacts for which the service in question is known, Essential Needs is the most common one (18% of contacts in this category), followed by Mental Health Services and Education.

With much of the information in this category being Unspecified/Other, gender differences are not as straightforward to interpret. Most of the contacts in this category are from or about girls, and many of those are around access to Mental Health Services. Boys are more often making contact about access to Essential Needs.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|-----------------------------|---------------|-------------|---------------|---------------|--------------|------------|
| Unspecified/Other | 15,960 | 62.4% | 6,395 | 9,506 | 34 | 25 |
| Essential Needs | 4,592 | 18.0% | 2,578 | 1,264 | 732 | 18 |
| Mental Health Services | 1,956 | 7.6% | 415 | 1,170 | 159 | 212 |
| Education | 1,182 | 4.6% | 531 | 535 | 69 | 47 |
| Legal Services and Advice | 797 | 3.1% | 271 | 430 | 22 | 74 |
| General Healthcare Services | 634 | 2.5% | 127 | 385 | 64 | 58 |
| Socio-Economical Services | 383 | 1.5% | 142 | 187 | 35 | 19 |
| Sexual Health Services | 52 | 0.2% | 8 | 34 | 6 | 4 |
| Total | 25,556 | 100% | 10,467 | 13,511 | 1,121 | 457 |

Mental Health

“I sniff glue to forget everything...”

A 13-year-old boy, living on the streets, was brought to the child helpline by an older boy who had previously benefitted from the child helpline’s services. The boy was addicted to substances and exhibited signs of severe mental distress. He needed comprehensive support to address his substance addiction, psychological counselling to deal with the trauma of street living, and assistance reintegrating into a stable environment.

He arrived at the child helpline looking visibly anxious and withdrawn. He described his situation with a sense of resignation, saying, “Living on the streets is all I know now. I sniff glue to forget everything. It helps me survive, but I know it’s killing me at the same time. I don’t think I can escape this life.”

The child helpline counsellor began by building up a rapport with the boy, creating a safe and non-judgmental space for him to open up about his experiences. Recognizing the urgency of his addiction and mental health issues, the counsellor coordinated with a local rehabilitation centre specializing in substance abuse for children. The boy was admitted to the centre to receive detoxification and rehabilitation services. To address the boy’s psychological needs, the counsellor arranged for regular therapy sessions with a mental health professional experienced in working with street children and substance abuse. These sessions aimed to help the boy process his trauma, develop coping mechanisms and gradually build a more positive outlook on life.

Understanding the importance of social reintegration, the counsellor also reached out to local NGOs working with street children to find a safe and supportive living arrangement for the boy once he had completed his rehabilitation. This included enrolling him in an educational programme, to help him catch up on his studies and gain the skills needed for a more stable future. Throughout this process, the counsellor maintained regular contact with the boy, providing ongoing emotional support and encouragement.



Mental health

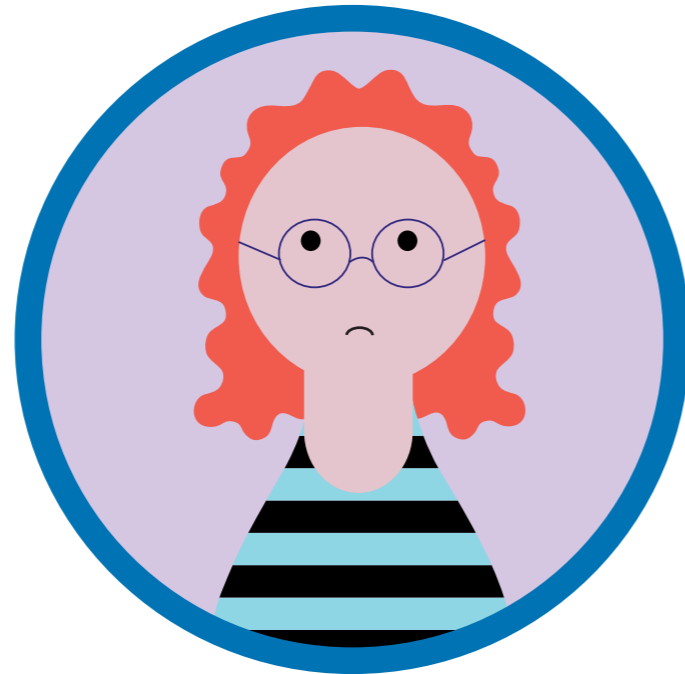
"I'm so anxious that I can't think about anything else..."

A 16 year-old girl who contacted the child helpline was presenting with anxiety. In the past she had suffered from anxiety but had not experienced it for a while, so she was unsure why it has resurfaced recently. She was, however experiencing a lot of stress in her life at that moment. Her feeling of anxiety was making her shaky and nauseous, and had become the only thing she could focus upon. She felt overwhelmed and unsure what to do to help herself.

She had previously talked about her anxiety with a therapist and her GP, who had prescribed anti-anxiety medication, but this medication was later taken away from her again, probably because she had disclosed that she was suffering from depression and suicidal ideation.

The girl found therapy to be "useless". Her current therapist was aware of her suicidal ideations and depression, and subsequently most sessions were focused on this alone. The therapist was totally unaware of the general anxiety that the girl was feeling most of the time.

She asked the child helpline counsellor for practical advice as to what she could do next. The counsellor talked to her about being more open with her therapist. They also suggested she looked into mindfulness, meditation, the benefits of nature and self care to help her through the difficult times.



Family Relationships

"I can't go back home, but I need somewhere I can stay..."

A 16-year-old boy reached out to the child helpline through its Facebook page. He was looking for help because he had run away from home and needed a safe place to stay. He was scared to go back home because his father was violent.

He told the counsellor that he lived in a home where his parents did not support or encourage him in the things he wanted to do, even though these things were good for his personal growth. Feeling down and unsafe due to his relationship with his parents, he had decided that leaving home was the only option open to him.

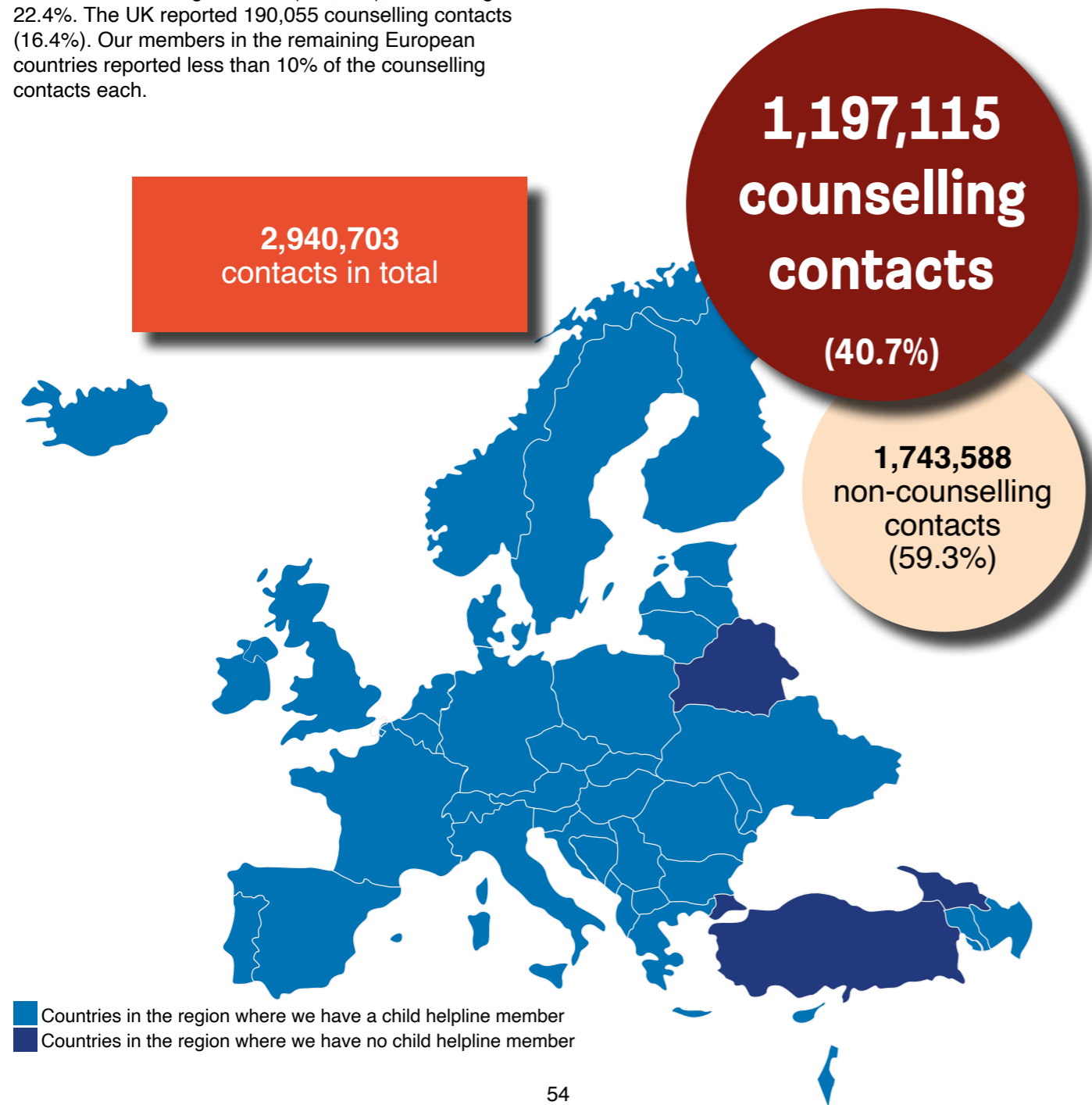
After talking about his situation and ensuring his safety, the counsellor referred the boy to a partner organization that could provide a safe place for him to stay. The counsellor kept in touch with this organization to make sure the boy was getting the emotional support he needed.

They also worked with the boy's parents to help improve the situation so that he could safely return home. Recently, the boy called the child helpline again, to talk about his relationship with his parents. He was feeling much better, and now continues to speak with the counsellor from time to time, whenever he felt the need for emotional support.



We received data from 38 child helplines located in 34 countries, representing 81% of our full and active members in the region.

Counselling contacts in Europe were rather evenly distributed across countries. The Netherlands reported the most counselling contacts (267,753), accounting for 22.4%. The UK reported 190,055 counselling contacts (16.4%). Our members in the remaining European countries reported less than 10% of the counselling contacts each.



Age (n=36)

The age group that makes up most of the contacts to child helplines in Europe is 13–15 year olds. Together with 10–12 year olds, they make up nearly half of all contacts in the region. Generally, girls are more likely than any other gender modality to contact European child helplines, as is the case in other regions. In younger age groups (12 and under) contacts from or about boys can be as frequent or even more so than contacts from or about girls, but for older age groups (over 12 years old) girls make up the substantive majority, making 40% to 45% more contacts than boys.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--------------|------------------|-------------|----------------|----------------|--------------|----------------|
| 13-15 | 275,107 | 27.2% | 96,274 | 136,691 | 2,282 | 39,860 |
| 10-12 | 214,127 | 21.2% | 89,847 | 84,551 | 776 | 38,953 |
| 16-17 | 163,084 | 16.1% | 61,833 | 86,766 | 1,591 | 12,894 |
| 18-24 | 141,773 | 14.0% | 51,795 | 75,302 | 704 | 13,972 |
| Unknown | 128,994 | 12.7% | 32,961 | 41,321 | 295 | 54,417 |
| 07-09 | 60,079 | 5.9% | 24,956 | 26,442 | 175 | 8,506 |
| 04-06 | 15,011 | 1.5% | 7,004 | 7,136 | 2 | 869 |
| 00-03 | 12,921 | 1.3% | 6,077 | 5,975 | 8 | 861 |
| Unborn | 390 | 0.0% | 18 | 128 | 0 | 244 |
| Total | 1,011,486 | 100% | 370,765 | 464,312 | 5,833 | 170,576 |

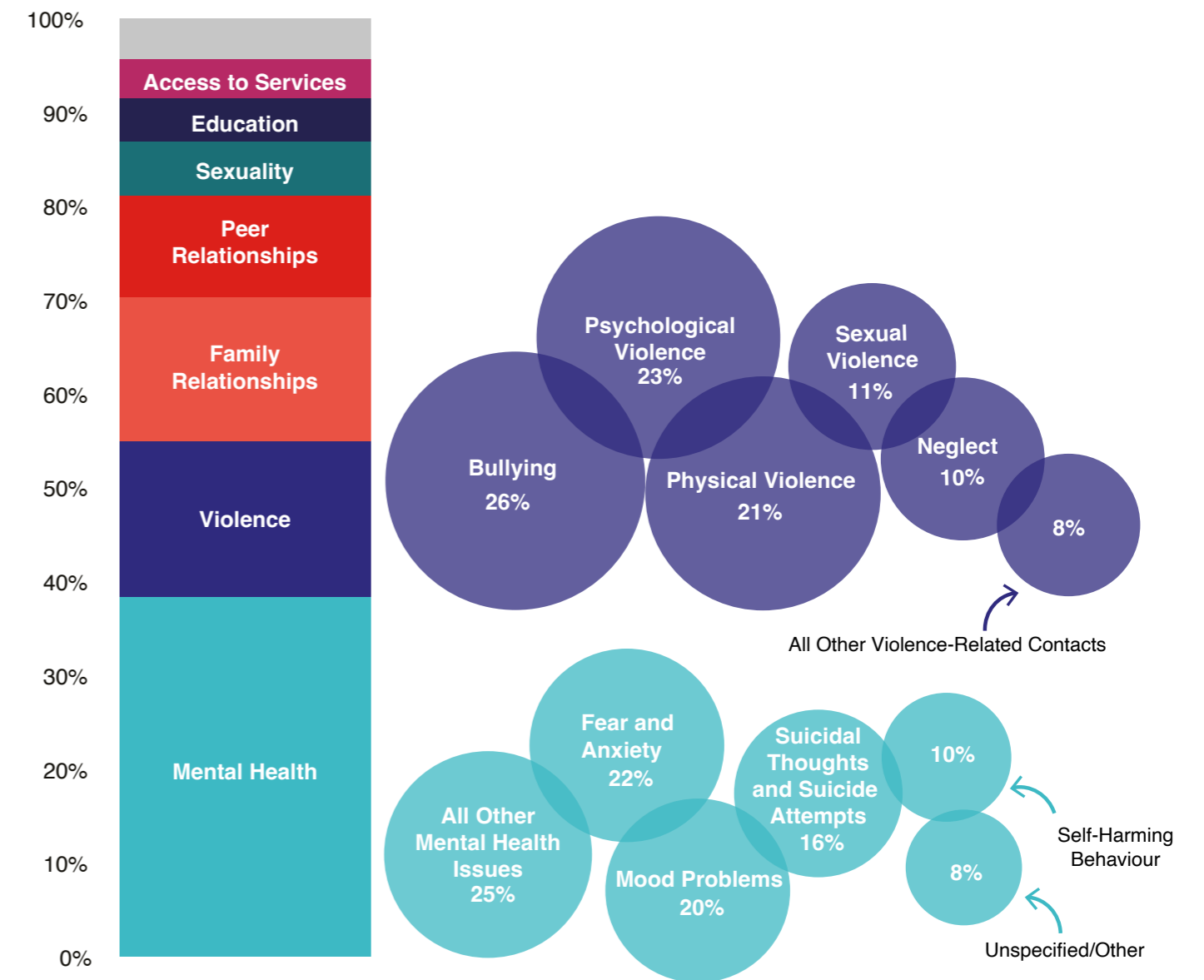
Method of contact (n=37)

More than half of counselling contacts in Europe are made by phone, while just over a quarter come through website chat. The third most popular method of contact in the region is by e-mail, accounting for 9% of contacts.

As we observed globally and in other regions, boys show a strong preference for voice-based methods of contact, namely phone, which accounts for 82% of their contacts. Girls use the telephone in just over half of their contacts, and chat in another third. Overall, all written forms of contact (chat, e-mail, social media, etc.) account for 44% of the contacts made by girls. Nonbinary children and young people show the opposite preference to that of boys – 77% of their contacts are made in written form (mostly website chat or email). For children and young people whose gender is unknown, the method in which they made contact is also often unregistered, suggesting these are contacts child helplines were unable to fully log or categorize.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---------------------|------------------|-------------|----------------|----------------|---------------|----------------|
| Telephone | 729,184 | 61.0% | 301,809 | 268,775 | 2,395 | 156,205 |
| Website Chat | 320,473 | 26.9% | 49,159 | 161,840 | 5,669 | 103,805 |
| E-mail | 103,555 | 8.7% | 9,679 | 35,088 | 2,826 | 55,962 |
| Text Message (SMS) | 20,822 | 1.7% | 2,492 | 12,610 | 189 | 5,531 |
| Other | 9,364 | 0.8% | 2,046 | 3,159 | 185 | 3,974 |
| Mobile App | 6,281 | 0.5% | 1,426 | 4,283 | 132 | 440 |
| Website Forum | 2,806 | 0.2% | 468 | 2,094 | 21 | 223 |
| Social Media | 1,607 | 0.1% | 553 | 962 | 23 | 69 |
| Walk-In / In Person | 441 | 0.0% | 200 | 229 | 12 | 0 |
| Post | 2 | 0.0% | 0 | 0 | 0 | 2 |
| Total | 1,194,535 | 100% | 367,832 | 489,040 | 11,452 | 326,211 |

Reasons for contact (n=36)



Most common reasons and how they vary for different genders

Over a third of counselling contacts in Europe involved issues with Mental Health. The second and third most common issues were Violence and Family Relationships, followed by Peer Relationships and Sexuality.

Girls are overall more likely to contact child helplines in Europe than boys or nonbinary children and young people. The issues that children and young people of different gender modalities struggle with vary. For girls, nonbinary children and young people and those whose gender is unknown, Mental Health accounts for 41%-46% of their respective counselling contacts, while for boys, only 30%. Sexuality, however, is discussed in 9% of counselling contacts made by boys and in 20% of those made by nonbinary children and young people, but only in 3% made by girls.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|------------------------------|------------------|-------------|----------------|----------------|---------------|----------------|
| Mental Health | 582,347 | 38.4% | 145,968 | 318,750 | 7,703 | 109,926 |
| Violence | 250,110 | 16.5% | 88,167 | 126,224 | 1,487 | 34,232 |
| Family Relationships | 233,325 | 15.4% | 79,670 | 123,757 | 1,445 | 28,453 |
| Peer Relationships | 164,737 | 10.9% | 54,670 | 88,796 | 1,040 | 20,231 |
| Sexuality | 86,400 | 5.7% | 45,010 | 24,172 | 3,405 | 13,813 |
| Education and Occupation | 70,218 | 4.6% | 19,006 | 35,300 | 446 | 15,466 |
| Access to Services | 64,070 | 4.2% | 20,675 | 36,066 | 918 | 6,411 |
| Physical Health | 53,666 | 3.5% | 21,349 | 25,407 | 282 | 6,628 |
| Missing Children | 7,912 | 0.5% | 2,914 | 4,224 | 23 | 751 |
| Discrimination and Exclusion | 4,146 | 0.3% | 1,911 | 1,205 | 232 | 798 |
| Total | 1,516,931 | 100% | 479,340 | 783,901 | 16,981 | 236,709 |

DEEP DIVE: MENTAL HEALTH (N=36)

Anxiety and Mood Problems (namely, depression and loneliness) are the two most common mental health-related reasons to contact child helplines in Europe. Together with Suicidal Thoughts and Suicide Attempts, they account for more than half of such contacts.

Boys and girls are equally as likely to discuss their Mood and Anxiety in their counselling contacts. Consistent with what we observe in other regions, boys are more likely to discuss Addictive Behaviour and Substance Use, Anger Problems and Behavioural Problems in their contacts. Girls are more likely than boys to talk about Suicidal Thoughts and Suicide Attempts and Self-Harming Behaviour.

The same two topics are even more frequently brought up by nonbinary children and young people. Suicidal Thoughts and Suicide Attempts is the most common mental health-related reason for nonbinary children and young people to contact a European child helpline (a quarter of all Mental Health contacts from nonbinary children and young people).

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--|----------------|-------------|----------------|----------------|--------------|----------------|
| Emotional Distress – Fear and Anxiety Problems | 126,742 | 21.8% | 29,006 | 68,465 | 1,631 | 27,640 |
| Emotional Distress – Mood Problems | 114,298 | 19.6% | 33,425 | 66,811 | 1,114 | 12,948 |
| Suicidal Thoughts and Suicide Attempts | 95,060 | 16.3% | 18,268 | 49,998 | 1,867 | 24,927 |
| Self-Harming Behaviour | 56,263 | 9.7% | 5,364 | 37,565 | 1,021 | 12,313 |
| Unspecified/Other | 45,285 | 7.8% | 10,740 | 22,656 | 641 | 11,248 |
| Concerns About the Self | 35,790 | 6.1% | 9,200 | 20,534 | 757 | 5,299 |
| Addictive Behaviour and Substance Use | 26,625 | 4.6% | 12,865 | 10,448 | 144 | 3,168 |
| Behavioural Problems | 25,987 | 4.5% | 10,663 | 11,816 | 23 | 3,485 |
| Emotional Distress – Anger Problems | 23,463 | 4.0% | 10,056 | 10,191 | 102 | 3,114 |
| Problems with Eating Behaviour | 18,364 | 3.1% | 1,009 | 12,999 | 239 | 4,117 |
| Traumatic Distress | 9,513 | 1.6% | 3,159 | 5,079 | 132 | 1,143 |
| Neurodevelopmental Concerns | 4,957 | 0.8% | 2,213 | 2,188 | 32 | 524 |
| Total | 582,347 | 100% | 145,968 | 318,750 | 7,703 | 109,926 |

DEEP DIVE: VIOLENCE (N=35)

Bullying is the most common type of violence for which children and young people seek support in Europe. Nearly as common is Psychological Violence and slightly less common are contacts about Physical Violence. Together, these three categories of Violence account for 71% of all violence-related contacts in the region.

Here, too, girls contact child helplines more often than boys or nonbinary children and young people. Sexual Violence is brought up in 13% of violence-related contacts made by girls and in 15% of those made by nonbinary children and young people, compared with 8% made by boys.

Conversely, Bullying accounts for 29% of violence-related contacts made by boys and 39% of those made by nonbinary children and young people, compared with 21% made by girls. Neglect and Physical Violence are two types of violence that boys and girls bring up equally as frequently in their contacts.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---|----------------|-------------|---------------|----------------|--------------|---------------|
| Bullying | 65,541 | 26.2% | 25,842 | 26,925 | 582 | 12,192 |
| Psychological Violence | 57,670 | 23.1% | 19,282 | 31,594 | 297 | 6,497 |
| Physical Violence | 53,662 | 21.5% | 19,790 | 26,635 | 208 | 7,029 |
| Sexual Violence | 27,275 | 10.9% | 6,678 | 16,314 | 231 | 4,052 |
| Neglect | 26,036 | 10.4% | 10,210 | 13,712 | 75 | 2,039 |
| Gender-Based Harmful Traditional Practices (other than FGM) | 6,781 | 2.7% | 2,571 | 4,149 | 1 | 60 |
| Online Sexual Abuse and Exploitation | 6,200 | 2.5% | 2,076 | 2,646 | 27 | 1,451 |
| Unspecified/Other | 5,892 | 2.4% | 1,403 | 3,755 | 62 | 672 |
| Commercial Sexual Exploitation (Offline) | 489 | 0.2% | 129 | 266 | 2 | 92 |
| Child Labour | 478 | 0.2% | 181 | 177 | 0 | 120 |
| Child/Early/Forced Marriage | 85 | 0.0% | 5 | 50 | 2 | 28 |
| Female Genital Mutilation (FGM) | 1 | 0.0% | 0 | 1 | 0 | 0 |
| Total | 250,110 | 100% | 88,167 | 126,224 | 1,487 | 34,232 |

Mental Health

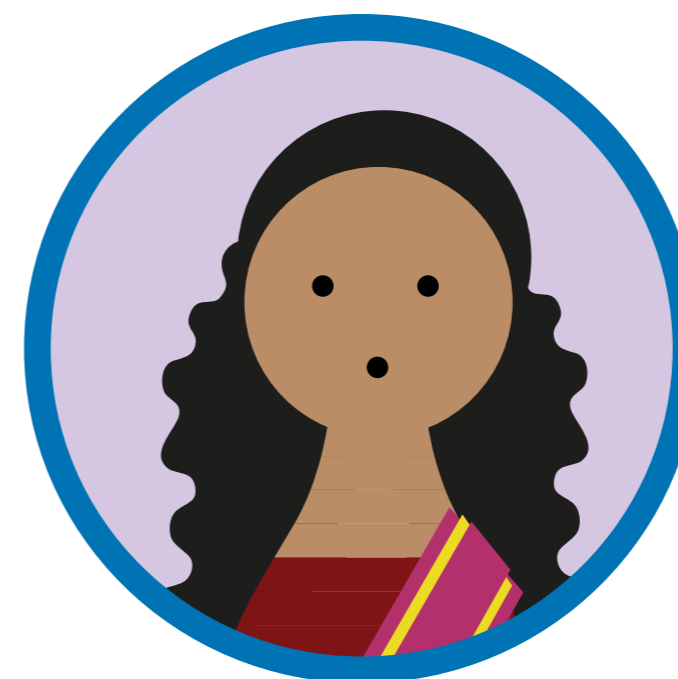
"I'm crying about every little thing, but I don't even know why..."

A 16-year-old girl contacted the child helpline via WhatsApp about her mental health problems. She wasn't able to talk to any of the people around her about these problems, because it was clear to her that they regarded someone with mental health problems as weak.

The girl had been feeling constantly tired and exhausted for a year. She felt stressed by everything and cried at every little thing. She didn't know why this was the case. She had a hard time regulating her emotions. Sometimes she couldn't even express what it was that she was feeling. She was worried about her future, especially in terms of her education. She had isolated herself more and more often, and because of her lack of energy she hardly had any social contacts. She didn't know what to do or how to continue.

The child helpline counsellor commended her on her good sense that the time had come for her to seek help. She was encouraged to speak to her parents about her concerns so that they could accompany her to the family doctor. As the young girl said that she found it difficult to speak to her parents, she was advised to write them a letter.

The girl managed to do this, and her parents reacted even more positively than expected and were willing to work with their daughter to organize psychological support.



Violence

“My brother punches and kicks me whenever our mum’s not around...”

An 11-year-old boy contacted the child helpline as he needed some advice on how to handle an abusive situation at home. He explained that his older brother (aged 14) hit him every day. Sometimes this was just “play fighting”, but at other times the kicks and punches became much more aggressive, leaving him with physical marks and injuries. He had tried telling his mother but this had done little to change things, as his brother simply continued to hit him when their mother wasn’t around. The boy was “sick of crying alone”, so he had decided to reach out to the child helpline.

The counsellor praised the boy for speaking up and reflected that what his brother was doing to him was wrong. They then explored together what the boy might do if he ever felt that his safety was in danger – the boy confirmed that he would dial emergency services or even the child helpline, as he had already memorized the number after learning about it at school. By the end of the call, he said he was feeling much calmer about his situation and that he would be telling all of his friends about the child helpline’s support.



Family Relationships

“They’re getting divorced, and I don’t know how I can help them...”

A 16 year-old contacted the child helpline because he didn’t know how to deal with his parents, who were going through a divorce and constantly fighting with each other. The young man recalled several terrible arguments that had taken place between his parents. He expressed concern for his mother, who according to him was very hurt and depressed because of the situation. His father also appeared to be suffering, but was keeping his feelings to himself.

The young man tried to explain how the family’s problems had started. His father had discovered that his mother was constantly texting and going out with someone. Since that time, the problems had piled up, along with the boy’s own distress.



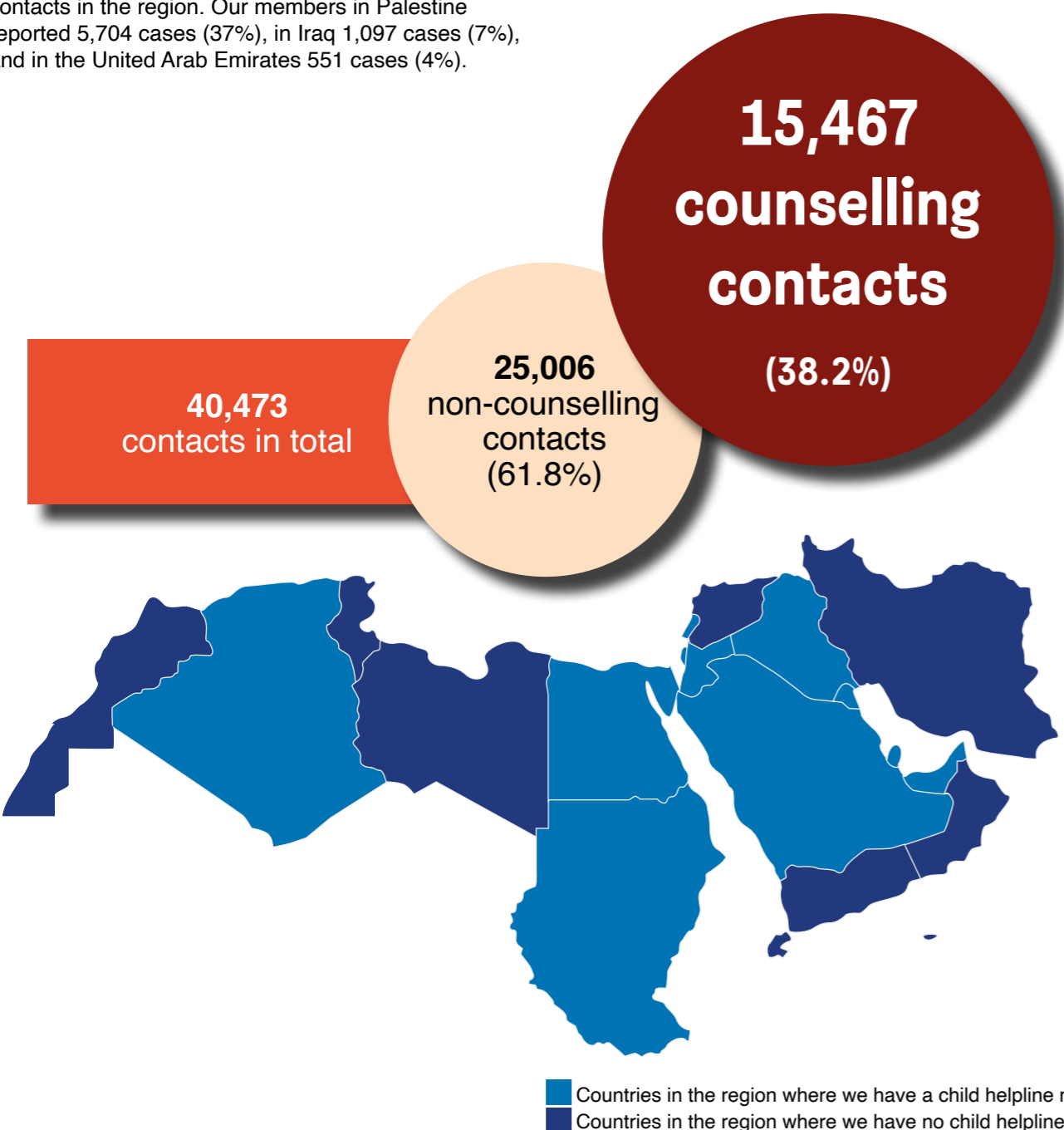
He didn’t know how to respond to either his mother or his father, as they had always been exemplary parents and had always seemed to be very much in love with one another. Now, he just wanted to help and support them both in some way, despite being confused by the whole situation around him.

The counsellor showed understanding and empathy, as well as an appreciation that the young man was trying to understand the whole situation and not blaming himself for it. He also reassured him that it was okay that he didn’t know how to help or respond to his parents, as that was not his responsibility. The counsellor encouraged the young man to communicate with his parents, emphasized the need to talk about his feelings and thoughts, and suggested options for when and how to start such a conversation. Furthermore, the counsellor recommended talking about everything with someone outside of the family who would listen and help him, suggesting the school psychologist as an example. The counsellor explained to the young man how therapy could be an option for the whole family, and provided him with contacts for counseling and psychological services for individuals, couples and families who also provided their services free of charge.

Middle East & North Africa

We received data from 4 child helplines located in 4 countries, representing 36% of our full and active members in the region.

Our member in Jordan reported 8,115 counselling contacts, representing 52% of the total counselling contacts in the region. Our members in Palestine reported 5,704 cases (37%), in Iraq 1,097 cases (7%), and in the United Arab Emirates 551 cases (4%).



Age (n=2)

A large majority of contacts in the area come from young people aged 18-24, followed by those aged 16-17. Children younger than 16 account for only a quarter of the counselling contacts in 2023. Unlike other regions, boys are more likely to contact child helplines in the MENA region. This is true for nearly all of the age groups.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--------------|--------------|-------------|--------------|--------------|-----------|-----------|
| 18-24 | 3,849 | 61.5% | 2,004 | 1,845 | 0 | 0 |
| 16-17 | 950 | 15.2% | 494 | 455 | 0 | 1 |
| 13-15 | 655 | 10.5% | 414 | 241 | 0 | 0 |
| 10-12 | 272 | 4.3% | 137 | 134 | 0 | 1 |
| Unknown | 213 | 3.4% | 42 | 171 | 0 | 0 |
| 07-09 | 141 | 2.2% | 53 | 88 | 0 | 0 |
| 04-06 | 98 | 1.6% | 64 | 34 | 0 | 0 |
| 00-03 | 53 | 0.8% | 21 | 32 | 0 | 0 |
| Unborn | 24 | 0.4% | 0 | 0 | 0 | 24 |
| Total | 6,255 | 100% | 3,229 | 3,000 | 0 | 26 |

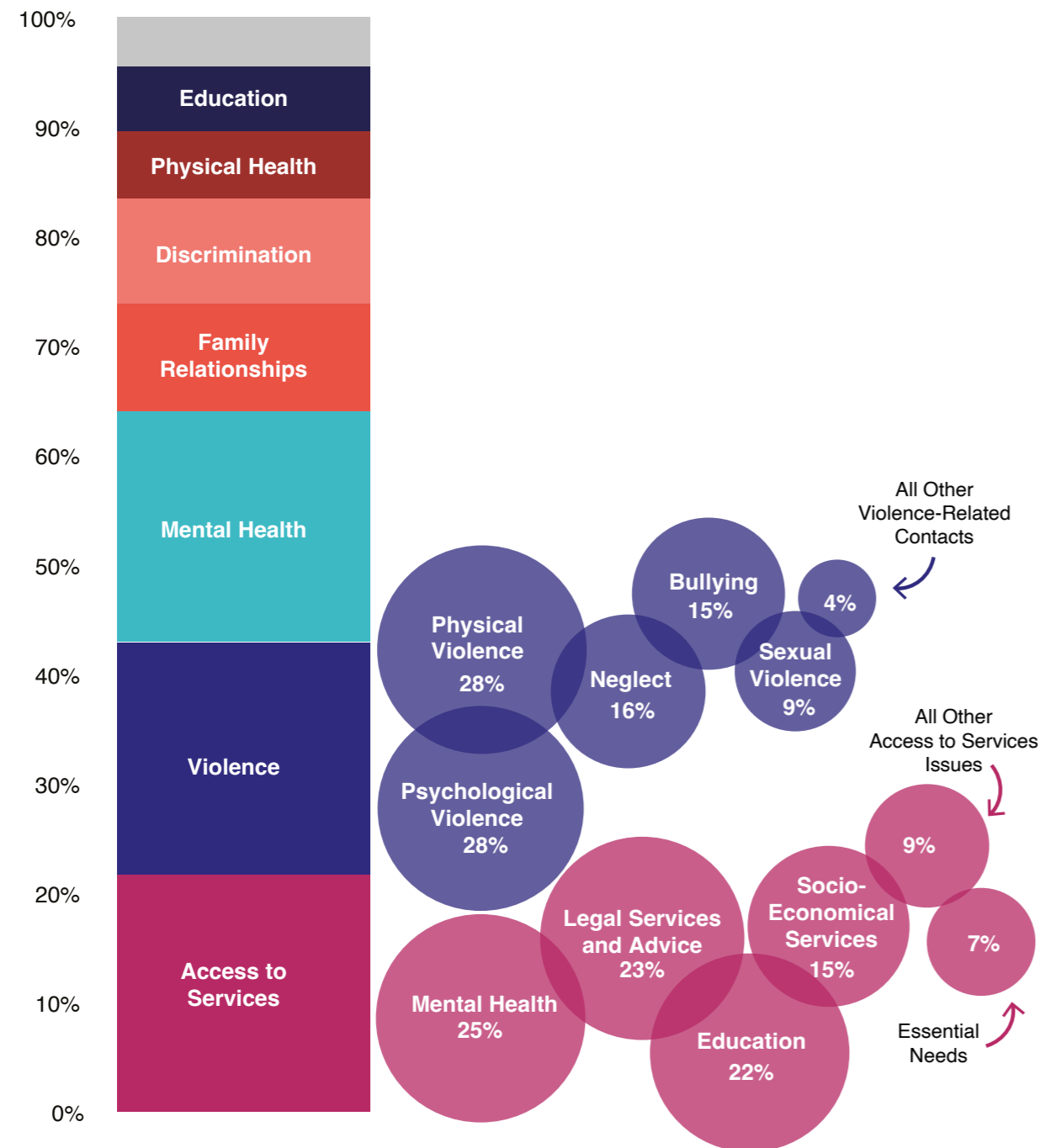
Method of contact (n=4)

About half of all counselling contacts were made by phone. For another 41%, the method of contact is either unknown or unspecified. Other methods account for less than 5% each, including outreach, e-mail, and social media. There are no substantial gender differences in the method of contacting a child helpline in the region.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|---------------------|---------------|-------------|--------------|--------------|-----------|-----------|
| Telephone | 7,261 | 47.0% | 3,789 | 3,446 | 0 | 26 |
| Unspecified/Other | 6,296 | 40.7% | 3,152 | 3,144 | 0 | 0 |
| Outreach | 696 | 4.5% | 361 | 335 | 0 | 0 |
| E-mail | 514 | 3.3% | 269 | 245 | 0 | 0 |
| Social Media | 354 | 2.3% | 191 | 163 | 0 | 0 |
| Walk-In / In Person | 320 | 2.1% | 134 | 186 | 0 | 0 |
| Text Message (SMS) | 10 | 0.1% | 5 | 5 | 0 | 0 |
| Mobile App | 8 | 0.0% | 3 | 5 | 0 | 0 |
| Website Chat | 8 | 0.0% | 2 | 6 | 0 | 0 |
| Total | 15,467 | 100% | 7,906 | 7,535 | 0 | 26 |

Middle East & North Africa

Reasons for contact (n=4)



Most common reasons and how they vary for different genders

Access to services, Violence, and Mental Health were all as common reasons for contacting a child helpline in MENA in 2023. Together, they account for 64% of all counselling contacts.

For most issues, boys and girls were as likely to contact a child helpline, except for Discrimination, for which girls were more likely to contact about than boys (14% of counselling contacts made by girls compared with 5% made by boys), and Physical Health, which was more often raised by boys (8% compared with 4%).

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|------------------------------|---------------|-------------|--------------|--------------|-----------|----------|
| Access to Services | 3,585 | 21.7% | 1,716 | 1,869 | 0 | 0 |
| Violence | 3,500 | 21.2% | 1,480 | 2,020 | 0 | 0 |
| Mental Health | 3,473 | 21.1% | 1,846 | 1,627 | 0 | 0 |
| Family Relationships | 1,620 | 9.8% | 806 | 814 | 0 | 0 |
| Discrimination and Exclusion | 1,582 | 9.6% | 371 | 1,211 | 0 | 0 |
| Physical Health | 1,025 | 6.2% | 637 | 388 | 0 | 0 |
| Education and Occupation | 966 | 5.9% | 536 | 430 | 0 | 0 |
| Peer Relationships | 541 | 3.3% | 226 | 315 | 0 | 0 |
| Sexuality | 148 | 0.90% | 91 | 57 | 0 | 0 |
| Missing Children | 52 | 0.3% | 37 | 15 | 0 | 0 |
| Total | 16,492 | 100% | 7,746 | 8,746 | 0 | 0 |

Middle East & North Africa

DEEP DIVE: ACCESS TO SERVICES (N=3)

The majority of counselling contacts in this category were about accessing Mental Health Services, Legal Services and Advice, and Education. Together, the three account for 70% of all contacts relating to Access to Services in the region. Access to mental health services came up much more often in counselling contacts made by girls compared to boys (32% compared with 17%). Boys were more likely to seek support around accessing Education and Socio-Economical Services, such as social welfare.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|-----------------------------|--------------|-------------|--------------|--------------|-----------|----------|
| Mental Health Services | 880 | 24.5% | 289 | 591 | 0 | 0 |
| Legal Services and Advice | 837 | 23.3% | 414 | 423 | 0 | 0 |
| Education | 798 | 22.3% | 419 | 379 | 0 | 0 |
| Socio-Economical Services | 525 | 14.6% | 277 | 248 | 0 | 0 |
| Essential Needs | 236 | 6.6% | 130 | 106 | 0 | 0 |
| General Healthcare Services | 224 | 6.3% | 135 | 89 | 0 | 0 |
| Sexual Health Services | 85 | 2.4% | 52 | 33 | 0 | 0 |
| Unspecified/Other | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 3,585 | 100% | 1,716 | 1,869 | 0 | 0 |

DEEP DIVE: VIOLENCE (N=4)

Physical Violence and Psychological Violence were both very common reasons for violence-related counselling contacts in the region, accounting for 28% and 27%, respectively. Neglect and Bullying were somewhat less common, at 15% each. While girls were slightly more likely than boys to make contact about Psychological Violence, boys were more likely to make contact about Bullying.

| | Contacts | % | Boy | Girl | Nonbinary | Unknown |
|--|--------------|-------------|--------------|--------------|-----------|----------|
| Physical Violence | 994 | 28.4% | 440 | 554 | 0 | 0 |
| Psychological Violence | 963 | 27.5% | 366 | 597 | 0 | 0 |
| Neglect | 543 | 15.5% | 217 | 326 | 0 | 0 |
| Bullying | 530 | 15.1% | 287 | 243 | 0 | 0 |
| Sexual Violence | 332 | 9.5% | 112 | 220 | 0 | 0 |
| Online Sexual Abuse and eExploitation | 39 | 1.1% | 2 | 37 | 0 | 0 |
| Unspecified/Other | 34 | 1.0% | 25 | 9 | 0 | 0 |
| Child Labour | 29 | 0.8% | 29 | 0 | 0 | 0 |
| Child/Early/Forced Marriage | 28 | 0.8% | 2 | 26 | 0 | 0 |
| Commercial Sexual Exploitation (Offline) | 8 | 0.2% | 0 | 8 | 0 | 0 |
| Total | 3,500 | 100% | 1,480 | 2,020 | 0 | 0 |

Voices from the Middle East & North Africa

WORKING WITH THE TELECOMS SECTOR



Zain Group is a leading provider of innovative technologies and digital lifestyle communications operating in eight markets across the Middle East and Africa. It supports child helplines across six of these operating markets through various initiatives aimed at leveraging telecom infrastructure and resources to enhance the awareness, reach and effectiveness of child helpline offices and services. Zain's mission is to provide meaningful connectivity that drives systemic change and sustainable development. The company prioritizes embedding children's rights in everything it does and its partnership includes offering free access to child helplines, digitizing child helpline services, raising awareness about child protection and partnering with local or global child welfare organizations:

- Zain provides toll-free numbers, ensuring that children and families in need have free access to child helplines without the financial burden of call charges. This removes a significant barrier, particularly for children in vulnerable situations. For example, Zain has been zero-rating calls from all Zain users calling the 110 Jordan River Foundation's helpline since 2017.
- Zain engages in public awareness campaigns via SMS, social media, and other platforms, informing communities about the existence of child helplines and how to access them. By promoting these services, the company aims to increase the visibility of child protection resources. In Kuwait, Zain renewed its longstanding partnership with the Kuwait National Child Protection Program. This collaboration focused on raising awareness about the 147 helpline through Zain's communication channels and across hospitals nationwide. Following the campaign's launch in August, these efforts led to a remarkable 25% increase in calls by September. Similarly, Zain KSA collaborated with the National Family Safety Program to promote the helpline by hosting numerous events throughout the year. These events included distributing a total of 1,100 giveaways to children. Zain's participation in these events contributed to a significant 60% increase.
- As a telecom operator, Zain contributes technical support, such as improving the infrastructure that child helplines rely on, ensuring they have the capacity to manage large volumes of calls efficiently and with minimal downtime. For example, Zain Bahrain signed a Memorandum of Understanding (MoU) with the Ministry of Social Development to digitize the helpline and make it accessible through text messages.
- Zain collaborates with organizations such as Child Helpline International to support child protection on a broader scale. These partnerships amplify the impact by aligning Zain's telecom capabilities with the expertise of child welfare organizations. In partnership with the Jordan River Foundation in Jordan, Zain has conducted multiple training sessions for helpline staff. These sessions focus on crisis management, stress inoculation, and problem-solving to empower staff in supporting children through challenging situations. A total of 10 employees were trained.

Supporting child helplines demonstrates Zain's commitment to social causes, particularly those that safeguard children's rights and wellbeing. Child helplines help build safer, healthier communities, which can contribute to long-term social stability and economic growth in the region. With its extensive telecom footprint, Zain enables child helplines to reach more children in rural or remote areas who might otherwise not have access to such services. This expanded reach is critical for offering timely help to at-risk children. By partnering with Zain, child helplines gain operational sustainability and increased awareness, ensuring they can continue offering their services without interruption. With the technology and infrastructure Zain provides, child helplines can handle more calls and improve the quality of their response, providing faster and more effective assistance to children in need. Zain's partnership is crucial because it empowers child helplines to focus on their core mission – protecting children – while relying on Zain for the technical and infrastructural support needed to operate effectively.

Violence

"I'm scared that they will come after me again..."

A 16 year old boy from the West Bank called the child helpline asking about what their services were all about. "What do you mean mental health support?" he had asked. The counsellor answered his question by explaining that the child helpline was there to listen in the event he was scared or distressed about anything, if he needed help, or if he needed support. "Oooh!" he said, understanding, and decided that he wanted to tell the counsellor about his problem.

He said he was scared of the Israeli military occupation forces. "I'm afraid they'll arrest me again," he said. He was worried because the last time they took him they had humiliated him. The military assault on the Gaza Strip made him afraid that they would come for him and hurt him again. He said he doesn't post anything on social media or does anything else that might make him a target of their attention once again. He knew that the situation was very bad right now, and that it would last for some time.

The counsellor listened to all his fears, and let him know that his anxiety was normal and that she understood that what he had been through before must have been very difficult and painful. She reassured him that if he felt he wanted someone to talk to, the child helpline was there to listen to him whenever he needed them.

At the end of the call, he seemed reassured. He gave the counsellor a hearty thank you and said that he might like to call more often in the future.



Our Members

Members whose child helpline data contributed to this report are highlighted.

AFRICA

| | |
|----------------------------------|--|
| Benin | Sauver l'Enfant ☎ 138 |
| Botswana | Childline Botswana ☎ 11611 http://childlinebotswana.org.bw |
| Burkina Faso | Allo 116 ☎ 116 http://www.action-sociale.gov.bf |
| Burundi | Yaga Ndakumva ☎ 116 http://www.droitshumains.gov.bi |
| Cameroon | Lignes Vertes Cameroun http://www.minproff.cm/liens-utiles/green-lines |
| Côte d'Ivoire | Allo Enfant en Détresse ☎ 116 http://www.famille.gouv.ci |
| Democratic Republic of the Congo | Tukinge Watoto ☎ 117 http://www.warchild.uk.org/what-we-do/projects/drc |
| Eswatini | Eswatini Ministry of Education ☎ 116 http://www.govpage.co.za/swaziland-education-and-training.html |
| Ethiopia | Adama Child Helpline (ECFA) ☎ 919 http://ecfaethiopia.org |
| Ghana | AMPCAN Ghana |
| Guinea | AGUIAS 116 ☎ 116 |
| Kenya | Childline Kenya ☎ 116 http://www.childlinekenya.co.ke |
| Lesotho | Child Helpline Lesotho ☎ 116 |
| Liberia | My Voice, My Safety ☎ +231886521443 +231777521443 https://myvoicemysafety.org/ |
| Madagascar | Ligne Verte 147 Madagascar ☎ 147 http://www.rozaza.mg |
| Malawi | Tithandizane Helpline ☎ 116 http://www.tithandizanehelpline.org |

| | |
|--------------|--|
| Mauritania | LATEF ☎ 8000 1010 http://www.amsme.org |
| Mauritius | Child Helpline Mauritius ☎ +214 2451 http://halleymovement.org/our-programs/child-helpline |
| Mozambique | Linha Fala Criança ☎ 116 http://www.linhafala.org.mz |
| Namibia | Lifeline/Childline Namibia ☎ 116 http://www.lifelinechildline.org.na |
| Nigeria | Cece Yara Child Helpline ☎ 0800 800 8001 http://www.ceceyara.org |
| Sierra Leone | HDI Nigeria Child Helpline ☎ 0808 0551 376 http://www.hdinigeria.org |
| Somaliland | EEHR Sierra Leone http://eehrs1.wix.com/eehrs1 |
| South Africa | WAAPO Child Helpline ☎ 334 http://waapo.org |
| Tanzania | Childline South Africa ☎ 116 http://www.childlinesa.org.za |
| Uganda | Tanzania National Child Helpline ☎ 116 http://www.sematanzania.org/child-helpline |
| Zambia | Sauti 116 ☎ 116 http://uchl.mglsd.go.ug |
| Zimbabwe | Childline Zambia ☎ 116 http://www.clzambia.org |
| Zimbabwe | Childline Zimbabwe ☎ 116 http://www.childline.org.zw |

AMERICAS & THE CARIBBEAN

| | |
|--------------------|---|
| Argentina | Línea 102 ☎ 102 http://www.buenosaires.gob.ar/cdnnya |
| Aruba | Telefon Pa Hubentud ☎ 131 http://131.aw |
| Brazil | Safernet Brasil http://www.safernet.org.br |
| Canada | Kids Help Phone ☎ 1 800 668 6868 http://kidshelpphone.ca |
| Chile | Fonoinfancia ☎ 800 200 818 http://www.fonoinfancia.cl |
| Colombia | Línea Libre ☎ 1515 http://www.linealibre.cl |
| Colombia | ICBF Colombia ☎ 141 http://www.icbf.gov.go |
| Costa Rica | Línea 106 Bogotá ☎ 106 |
| Curaçao | Te Guío ☎ 018005190690 www.teguiocolombia.org |
| Dominican Republic | Patronata Nacional de la Infancia (PANI) ☎ 1147 http://www.pani.go.cr |
| Jamaica | Ayudo pa mucha i hoben ☎ 918 http://www.918.cw |
| Jamaica | Línea de ayuda Familiar CONTIGO ☎ +809 N636 3507 http://lineafamiliar.do |
| Jamaica | SafeSpot ☎ +888 723 3776 http://www.safespotja.com |
| Suriname | KJT MI LIJN ☎ 123 http://www.bel123.org/mi-lijn/ |
| Trinidad & Tobago | Childline Trinidad & Tobago ☎ 131 http://www.childlinett.org |
| Uruguay | Línea Azul ☎ 0800 5050 http://www.inau.gub.uy |

AMERICAS & THE CARIBBEAN (cont'd)

USA

2ndfloor Youth helpline
☎ 888 222 2228
<http://www.2ndfloor.org>

Boys Town National Hotline
☎ 1 800 448 3000
<http://www.yourlifeyourvoice.org>

Crisis Text Line
Text: 741741
<http://www.crisistextline.org>

National Child Abuse Hotline
☎ 1 800 422 4453
<http://www.childhelp.org>

Polaris
Text: 233733
<http://www.polarisproject.org>

Stop It Now!
☎ 1 888 773 8368
<http://www.stopitnow.org>

The Trevor Lifeline
☎ 866 488 7386
<http://www.thetrevorproject.org>

ASIA-PACIFIC

Afghanistan
Voice of Children ☎ 0707 199 199
<http://www.warchild.org.uk/what-we-do/projects/afghanistan>

Australia
Kids Helpline
☎ 1800 55 1800
<http://www.kidshelp.com.au>

Brunei Darussalam
Talian Anak
☎ 121
<http://www.japem.gov.bn>

Cambodia
Child Helpline Cambodia
☎ 1280
<http://www.childhelplinecambodia.org>

China
Child Emergency Hotline
☎

Fiji
Child Helpline Fiji
☎ 1325
<http://www.mwccsp.org.fj>

Hong Kong
Parent-Child Support Line
☎ 2755 1122
<http://www.aca.org.hk>

India
Childline India
☎ 1098
<http://www.childlineindia.org.in>

Japan
Childline Japan
☎ 0120 99 7777
<http://www.childline.or.jp>

Kazakhstan
Balaga Komek
☎ 150
<http://www.telefon150.kz>

Kyrgyzstan
Helpline for Children
☎ 111
<http://www.crdl.kg>

Maldives
Child Helpline 1412
☎ 1412
<http://www.gender.gov.mv>

Mongolia
Child Helpline Mongolia
☎ 108
<http://108.mn>

Nepal
Child Helpline Nepal
☎ 1098
<http://www.cwin.org.np>

New Zealand
0800 What's Up?
☎ 0800 942 8787
<http://www.whatsup.co.nz>

Youthline
☎ 0800 376 633
<http://www.youthline.co.nz>

Pakistan
Madadgaar National Helpline
☎ 1098
<http://www.madadgaar.org>

Papua New Guinea
1-Tok Kaunselin Helpim Lain
☎ 71508000
<http://www.childfund.org.au>

Philippines
Bantay Bata 163
☎ 163
<http://www.bantaybata163.com>

Singapore
Tinkle Friend Helpline
☎ 1800 2744 788
<http://www.tinklefriend.sg>

Sri Lanka
Childline Sri Lanka
☎ 1929
<http://www.childprotection.gov.lk>

Taiwan
113 Protection Hotline
☎ 113
<http://www.worldvision.org.tw>

Tajikistan
NEKI
☎ 1387

Thailand
Childline Thailand - Saidek 1387
☎ 1387
<http://www.childlinethailand.org>

Vanuatu
Vanuatu Youth Toll-Free Helpline
☎ 087777
<http://vfha15.wordpress.com>

EUROPE

Albania
ALO 116
☎ 116111
<https://www.alo116.al>

Armenia
FAR Child Protection Hotline & Helpline
☎ 0800 61 111
<http://www.farusa.org>

Austria
Rat Auf Draht
☎ 147
<http://www.rataufdraht.at>

Azerbaijan
Azerbaijan Child Helpline
☎ 116 111
<https://www.childhelpline.az>

Belgium
Jongerenlijn AWEL
☎ 102
<http://www.awel.be>

Bosnia & Herzegovina
National Telephone Line for Children
☎ 116 111
<https://sacp.government.bg/>

Bulgaria
Hrabritefon
☎ 0800 0800 / 116 111
<https://www.hrabritefon.hr>

Croatia
Hrabritefon
☎ 116 111
<https://www.hrabritefon.hr>

Cyprus
Call 116 111 Cyprus
☎ 116111
http://www.call116_111.com

Czechia
Linka Bezpečí
☎ 116 111
<https://www.linkabezpeci.cz>

Denmark
BørneTelefonen
☎ 116 111
<https://bornetelefonen.dk/>

Estonia
Lasteabi
☎ 116 111
<http://lasteabi.ee/en/>

Finland
MLL Nuortennetti
☎ 116 111
<https://www.nuortennetti.fi>

France
Allô Enfance en Danger
☎ 119
<https://www.allo119.gouv.fr/>

Germany
Kinder- und Jugendtelefon
☎ 116 111
<https://www.nummergegenkummer.de>

Gibraltar
Childline Gibraltar
☎ 88008
<http://www.childline.gi>

EUROPE (cont'd)

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|----------------------|---|------------------------|--|
| Greece | The Smile of the Child ☎ 116 111 http://www.hamogelo.gr | Netherlands | De Kindertelefoon ☎ 116 111 http://kindertelefoon.nl |
| | Together for Children ☎ 11525 http://www.mazigiatopaidi.gr | | Helpwanted ☎ +31 20 261 5275 http://helpwanted.nl |
| Hungary | Lelkiségy-vonal ☎ 116 111 https://www.kek-vonal.hu | North Macedonia | Alo Bushavko ☎ +389 703 90632 https://alobushavko.mk/ |
| Iceland | Red Cross Helpline - Hjálparsíminn 1717 ☎ 1717 https://www.raudikrossinn.is | Norway | Alarmtelefonen for barn og unge ☎ 116 111 http://www.116111.no |
| Ireland | ISPCC Childline ☎ 1800 66 66 66 / 116 111 http://www.childline.ie | | Kors På Halsen ☎ 0800 333 21 http://korspaahalsen.rodekors.no |
| Israel | ERAN ☎ 1201 http://en.eran.org.il | Poland | Telefon Zaufania ☎ 116 111 https://fdds.pl |
| | Natal Helpline ☎ 1800 363 363 https://www.natal.org.il | Portugal | SOS Criança ☎ 116 111 http://iacrianca.pt/intervencao/sos-crianca |
| Italy | Hello Telefono Azzurro ☎ 19696 https://www.azzurro.it | Romania | Telefonul Copilului ☎ 116 111 http://www.telefonulcopilului.ro |
| Latvia | Bērnu un Pusaudžu Uzticības Tālrunis ☎ 116 111 https://uzticibastalrunis.lv/ | Serbia | NADEL ☎ 116 111 https://www.116111.rs/o-nadelu.html |
| Liechtenstein | Pro Juventute Beratung + Hilfe 147 ☎ 147 http://www.147.ch | Slovakia | Linka Detskej Istoty ☎ 116 111 / 0800 500 500 http://www.lidi.sk |
| Lithuania | Vaiku Linija ☎ 116 111 http://www.vaikuliniija.lt | Slovenia | National Telephone Helpline TOM ☎ 116 111 http://www.e-tom.si |
| Luxembourg | Kanner Jugendtelefon (KJT) ☎ 116 111 https://www.kjt.lu/en/ | Spain | Teléfono ANAR ☎ 116 111 https://www.anar.org |
| Malta | Kellimni.com http://www.kellimni.com | Sweden | BRIS ☎ 116 111 http://www.bris.se |
| | Support Line 179 ☎ 116 111 https://fsws.gov.mt/en/appogg/Pages/sup_portline.aspx | Switzerland | Pro Juventute Beratung + Hilfe 147 ☎ 147 http://www.147.ch |
| Moldova | Telefon Copilului ☎ 116 111 https://telefonulcopilului.md/ | Ukraine | Ukraine National Child Toll-Free Hotline ☎ 116 111 http://www.la-strada.org.ua |
| Montenegro | National Child Helpline of Montenegro ☎ 116 111 https://dombijela.me/ | | |

MIDDLE EAST & NORTHERN AFRICA

| | | | |
|-----------------------|---|-----------------------------|--|
| United Kingdom | BEAT ☎ 0808 801 0677 http://www.beateatingdisorders.org.uk | Algeria | Je t'écoute ☎ 3033 http://www.nada-dz.org |
| | Childline UK ☎ 116 111 http://www.childline.org.uk | Bahrain | Child Helpline 998 ☎ 998 http://www.mlsd.gov.bh/en/childhood/childhood_care/998 |
| | HopelineUK ☎ 0800 068 4141 http://www.papyrus-uk.org/ | Egypt | Child Helpline Egypt ☎ 16000 http://www.nccm.gov.eg |
| | | Iraq | 116 Child Helpline - Kurdistan Region ☎ 116 http://www.molsa.gov.iq |
| | | Jordan | Jordan River Foundation 110 Helpline ☎ 110 http://www.jordanriver.jo |
| | | Kuwait | Help Hotline 147 ☎ 147 http://kncpp.com |
| | | Lebanon | Higher Council for Childhood http://std.atfalouna.gov.lb |
| | | | Naba'a http://www.nabaa-lb.org |
| | | Palestine | Sawa 121 ☎ 121 http://www.sawa.ps |
| | | Qatar | Hotline 919 ☎ 919 http://www.aman.org.qa |
| | | Saudi Arabia | Saudi Child Helpline ☎ 116 111 / +9661 252 0088 http://www.nfsp.org.sa |
| | | Sudan | Child Helpline 9696 ☎ 9696 http://www.fcpcu.gov.sd |
| | | United Arab Emirates | Child Helpline (Sharjah) ☎ 800700 http://sssd.shj.ae |
| | | | DFWAC Helpline (Dubai) ☎ 800111 http://www.dfwac.ae |



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

Child Helpline International is a collective impact organization with over 150 members in more than 130 countries and territories around the world.

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.

Child Helpline International

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