

Over 14 million children contact child helplines in CHI's network each year

Child helplines work for and are trusted by children and young people.

'CHI is the leading light in the fight against child abuse. Connecting young victims to circles of support, sharing expertise across borders, bringing an informed voice to global discussions... We need more children to get (this) help, more children's voices to be heard.'

Her Majesty Queen Rania al Abdullah of Jordan at CHI's International Consultation in Jordan in 2008

Background

Child Helpline International is the global network of **178 child helplines in 143 countries** (January 2014), which together receive over 14 million contacts a year from children and young people in need of care and protection. Launched in September 2003, Child Helpline International aims to strengthen existing child helplines and support the establishment of national, free-of-charge helplines for children and young people worldwide. Child Helpline International also uses child helpline data and knowledge to highlight gaps in child protection systems and advocates for the rights of children.

Child helplines around the world provide an invaluable service to children in need of care and protection. The helplines are accessible to children and young people around the clock, free of charge and enable them to contact someone in an emergency situation. They offer children and young people the opportunity to express their concerns and talk about the issues directly affecting them. These issues include: abuse, lack of shelter, HIV/AIDS, relationship problems, exploitation, addiction, suicide, to name only a few.

Child helplines are founded on the belief that children and young people have rights and that they can identify their problems themselves. Child Helpline International and its members are committed to the United Nations Convention on the Rights of the Child.

The **UN Report on Violence Against Children of 2006** recommends that:

"....mechanisms such as telephone helplines, through which children can report abuse, speak to a trained counsellor in confidence and ask for support and advice, should be established, and the creation of other ways of reporting violence through new technologies should be considered."

In addition to the UN recommendation, the International Telecommunication Union (ITU) at the World Summit for Information Societies recognised the importance of child helplines in Article 92 of the Tunis Agenda:

*“....encourages countries, including all other interested parties, to make available **child helplines**, taking into account the need for mobilization of appropriate resources....”*

Direct impacts on children and young people

CHI has a vast amount of data that demonstrates the positive impact that child helplines have on the lives of children and young people worldwide. From **intervening in abusive situations, to preventing child marriage and prostitution**, time and again child helplines help ensure that children's voices are heard and listened to worldwide. More information about our work and its direct impact on children in need can be found on the following links:

Videos

<http://www.childhelplineinternational.org/resources/videos/>

10 year data global report

Case studies on pages 7-11

http://www.childhelplineinternational.org/media/76642/chi_global_web.pdf

Feedback from previous peer to peer training sessions

Below are a small selection of quotes. These have been taken from reports submitted by people who are in the process of setting up child helplines in their countries. Each country has been offered the same financial help and support that CHI would like to extend to Gabon. CHI typically arranges over 10 learning exchanges per year, all aiming to introduce or improve helpline services offered to children. We are reliant on funding to enable these trainings to take place.

Liberia to Zimbabwe, September 2013

"In an effort to pioneer the establishment of a helpline in Liberia, the Ministry of Gender and Development requested a study visit to one of the oldest and most successful helplines on the African continent. This study visit was hosted by Childline Zimbabwe who was recommended by Child Helpline International (CHI).

Our expectations were to learn how the Zimbabwe Helpline was established to the point of its success stories today including leadership structure, funding mechanisms, cooperation between the helpline and Government, national and International NGOs, the private sector as well as civil society; and challenges. These expectations were meant to guide Liberia in setting up and running a helpline.

During the peer exchange visit, these expectations were hugely or overwhelmingly met."

Ghana to Kenya, December 2013

"The Ghana Child Helpline project was a dream that struggled to become reality. Through the interventions of Plan Ghana and CHI, the project had moved to closer and closer to the goal of establishing a child helpline in Ghana

For the first time, some of us saw the whole cycle of partnerships on the ground that supported children as they made calls to the call center and how these calls were processed and followed up until the child's best interests were met."

Vanuatu to New Zealand, May 2012

"The team from Vanuatu would like to thank UNICEF & CHILD HELP LINE INTERNATIONAL for funding this learning exchange. We have got a lot from this trip and are very confident to set up a Child Help Line for Vanuatu and operate the facility.

We also feel more confident in providing Hot Line Service in VFHA than before the learning exchange and we would like to conclude that our exchange / tour objectives are achieved."