



Child Helpline International

Connecting to Children

A Compilation of Child Helpline Data

Third Edition, 2004 Data

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Introduction

Welcome to the Third Edition of *Connecting to Children*, CHI's annual compilation of data from member helplines across Africa, the Americas, the Asia-Pacific region and Europe. Fifty-five members provided data for this 2004 edition.

Child Helpline International (CHI) – a global network of helplines and telephone outreach services - was launched in October 2003 in Amsterdam, The Netherlands. CHI's goal is to reach out to children and young people through any means of telecommunications, be it a post card, a radio station, the phone or via text messaging and confidential internet chat rooms. Helplines take an active role in responding to children's calls in several ways including, but not limited to, providing medical assistance; reuniting missing children with their families; rescuing sexually abused young people and child labourers and providing long term care to HIV/AIDS victims.

CHI aims to publish *Connecting to Children* annually to provide a comprehensive set of data which voices the concerns of children in need of care and protection; thereby, allowing the CHI global network to influence policy-makers and ensure that the rights of the child are met.

The data received from helplines has thus far proven to be invaluable towards the identification and setting of strategic goals and objectives. These factors, coupled with feedback from members and partners, have led to the development of theme-based editions of *Connecting to Children*. In an attempt to shed more light into the lives of children, the theme of *Connecting to Children* (Third edition) focuses on the Abuse and Violence of children. How did CHI arrive at this year's theme? CHI members contributed extensively to the UN VAC Report throughout 2005 and 2006, and CHI was disturbed by the tales and numbers reflecting the dire circumstances that many children and young people face every day.

CHI hopes this publication can provide a glimpse into the lives of children as told by those who live it: the children themselves.

- The CHI Team

Acknowledgements

This edition of *Connecting to Children* has been made possible through the tenacious spirit and hard work of countless individuals who have operated behind the scenes, but without whose contributions this publication would not have been possible.

CHI would like to thank:

The children throughout the world who find a moment, despite their often precarious circumstances, to call a child helpline;

Helplines for assisting children;

Contributing Partners, such as the UN Committee on the Rights of the Child (UN CRC); the UN Violence Against Children Secretariat (UN VAC); and the International Telecommunications Union (ITU), who continuously challenge CHI to be innovative in its use of available tools to increase child protection;

The CHI Board for providing the Secretariat with invaluable feedback in all of its methods and processes.

Technical providers who assist us in countless ways with their creativity and know-how.

- The CHI Secretariat

Preface

Connecting to Children is divided into two sections:

Section 1 consists of three chapters and provides an overview of Child Helpline International (CHI) and *Connecting to Children*.

Chapter One describes child helplines in addition to CHI's work and contributions towards the child helpline movement throughout 2004.

Chapter Two describes the importance of *Connecting to Children* in providing children the right to be heard, particularly those amongst marginalised and disadvantaged groups. Moreover, it describes CHI's role in coordinating the collection and compilation of 2004 data.

Chapter Three provides an overview of the child helpline movement, and profiles member helplines across and within regions, Human Development Indices and Development standards. Helplines are compared according to their years of existence, toll-free status, coverage, staff structure and the age of the person answering the call.

Chapter Four outlines the methods helplines use to listen to children, and describes the communication and call response strategies used by helplines.

Chapter Five provides a global and regional analysis of the reasons why children call in different regions across the world.

Chapter Six consists of a thematic section entitled Children Living Amidst Abuse and Violence. This chapter includes tables and case studies on Abuse and Violence.

Section 2 contains helpline-specific data. The section provides information about helpline structure and funding as well as information on the child concerned, the profile of the caller and the reasons why children call.

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CHAPTER 1:

Child Helpline International: The Network The Helpline Movement: Setting the Foundation

What is a Child Helpline?

In its most basic form, a child helpline is exactly what its name implies: a telephone service which helps a child. The myriad of services offered to children, however, reflects the diversity of members themselves and, often, the infrastructure of the country itself. Thus, the continuum of services ranges from telephone-based assistance (telephone; SMS; and fax assistance); web-based assistance (email; chat; library postings); in-person counselling (community outreach and face-to-face counselling); postal services; and other methods (radio and TV counselling). A child helpline often provides a mix of these types of services.

What does a child helpline do?

A child helpline links children in need of care and protection to services and resources, and helps children seek a safe haven when confronted with the threat of immediate harm. Ideally, it is accessible to children and young people 24-hours a day, free of cost and enables children to contact someone in any emergency situation. A children's helpline also provides children with an opportunity to express their concerns and talk about the issues directly affecting them. It also helps save lives.

Why did children call helplines in 2004?

In 2004, child helplines around the world answered nearly 9 million calls.¹ Children and young people who contact helplines often need different types of assistance. Some children need someone to talk to about their relationships, the day's events or school activities. Others call for emergency situations, such as getting help for suicidal tendencies, escaping from a sexual trafficking ring or contacting parents after having been missing. From the perspective of the child calling, all matters are important. Whatever the method, child helplines provide a basic human right to children: the sense of dignity that comes with being heard.

History of Child Helpline International

Child helplines have been coming together both regionally and internationally since 1996, when they met for the first time in Venice, Italy. At the following international consultation in 2001 in Pune, India, the need for a helpline 'helpdesk' was discussed.

CHI was officially launched in September 2003 to build, develop and maintain a network of children's helplines throughout the world. CHI was founded on the belief that children and young people have rights, and they alone are the best individuals to identify their problems. As an organisation devoted to securing children's rights, CHI is committed to observing the spirit of the Convention on the Rights of the Child (CRC) in all of its activities.

Since its founding, CHI has been actively creating a global movement of child helplines. CHI members can be found in every continent of the world, and CHI aims to have a helpline in almost every country in the world by 2010.

CHI's Philosophy: Reaching out to Children and Young People

CHI facilitates the access of child helplines to more children and young people across the globe; documents their voices and fills in identified gaps in the safety net. To achieve this, the CHI Secretariat adheres to four principle characteristics in all of its activities:

1. *Acts as a helpdesk to helplines in all stages of development.*
2. *Follows a bottom-up, membership-based approach to making decisions;*
3. *Acts on the needs of children as expressed via helplines; and*
4. *Evaluates its own performance to ensure accountability to members and partners.*

CHI's Achievements in 2004

The CHI membership outlined six strategic goals when it first met in 2003. Throughout 2004, CHI worked towards their fulfillment. In accordance with member feedback, CHI outlined the following objectives:

¹ In *Connecting to Children (Second Edition)*, child helplines answered approximately 11 million calls. Sixty-four helplines filled out the questionnaire. In *Connecting to Children (Third Edition)*, 55 helplines filled out the questionnaire.

Strategic Goal 1

Work with countries interested in establishing a new child helpline, and strengthen existing child helplines so that the maximum number of children have access to services.

2004 Accomplishments

Child Helplines as a global movement: At inception, CHI had 50 network members, and 11 countries were interested in starting a child helpline. By the end of 2004, the number of members had grown to 64, and CHI was working with 10 countries to start a child helpline. During this period, the membership base increased by nearly 29%, a clear indication that the global movement had gained momentum.

Current data demonstrates an interesting trend in CHI's membership profile. Membership from helplines which hail from developing countries has shown a steep increase. This growth challenges the concept that child helplines are a phenomenon of developed countries. At inception, CHI had 16 members from developing countries. In 2004, this increased to 27, a 68% increase. The number of members from developed countries also increased, but at a less significant rate. At inception, this figure was 34; by the end of 2004, it increased by 11% to 38.

CHI also developed a tool kit for countries interested in starting a helpline. The toolkit provides step-by-step information about how to proceed, and takes into account a country's socio-economic infrastructure. CHI also researched which countries were in the best position to move from wanting a helpline to actually being ready to launch a helpline. In 2004, these methods were instrumental in starting 4 new helplines in Vietnam, Colombia, Nigeria and Brazil.

Twining/Exchanges

- Zimbabwe/Uganda
- South Africa/Kenya
- Bulgaria/Slovakia
- Egypt/India

CHI realises that handing interested parties written materials is not enough. New helplines often need to learn from other "older and wiser" helplines. To this end, CHI arranged several "twining" and "exposure" visits in 2004 amongst eight countries. These visits paired developed helplines with emerging helplines, allowing for optimal information-exchange from a helpline with organisational expertise to another in need of it.

Strategic Goal 2

Serve as a helpline helpdesk to facilitate the sharing of knowledge, experiences and best practices between helplines to reach out to the maximum number of children and young people, especially the marginalised and disadvantaged.

Special Initiative

In December 2004, a Tsunami of devastating proportions hit Asia. The death toll was in the thousands. Many of the survivors were orphaned children. CHI quickly mobilised NGO and helpline partners in Thailand, India, Sri Lanka and Indonesia to provide children with helpline services. Helplines from the region have since recorded their lessons learned in CHI's Disaster Manual, for use by countries affected by natural disasters in the future.

2004 Accomplishments

Networking amongst helplines

Regional and international consultations provide helplines with opportunities to exchange experiences, share lessons learned and compare best practices. In 2004, two regions hosted a regional consultation (see adjacent box).

International Consultations likewise provide an invaluable platform for the global exchange of information. Since 2003, there have been two International Consultations, with a third one planned for October 2006.

At these gatherings, helplines at different stages of development meet and learn from one another. Existing helplines have much to share not only with starter helplines, but also with each other, such as to discuss new and emerging technologies. For their part, new helplines look for assistance from those who "have been there and done that." These meetings are instrumental in unifying each of the regions and, as a result, the CHI network.

Regional Consultations

- CEE/CIS: 17th – 19th November in Zagreb, Croatia. Participants: Albania, Belarus, Bulgaria, Croatia, Macedonia, Romania, Russia and Ukraine.
- The Americas: 7th- 9th December 2004 in Panama City, Panama. Participants: Antigua and Barbuda, Argentina, Aruba, Brazil, Canada, Columbia, Jamaica, Mexico, Peru, Trinidad & Tobago and USA.

Strategic Goal 3

Establish minimum quality standards for all member helplines to ensure credibility and accountability, while respecting the cultural context of each country.

2004 Accomplishments

Standardisation: The starting and scaling-up of helplines is the first step towards creating a global movement of child helplines. All members should strive to achieve minimum quality standards to ensure the protection of children and young people, and ensure the integrity of the membership.

Principles, Standards and Practices: At the First International Consultation in 2003, helpline representatives discussed the need to develop minimum quality standards. In April 2004, a task force of regional representatives began developing Principles, Standards and Practices (PSP) guidelines to outline minimum processes and strategies for helpline implementation. In 2005, the PSP Taskforce compiled a checklist for completion by helplines. The objectives of the checklist are twofold: assisting helplines in assessing their strengths and weaknesses; and guiding the CHI Secretariat in the design of regional training. The PSP checklist is linked to the CHI physical and online library.

Strategic Goal 4

Partner with the telecommunication sector to ensure that all children, particularly the marginalised and disadvantaged, have access to all forms of telecommunication including but not limited to: landlines, mobile phones and the internet. In addition, to ensure that helplines have access to appropriate technology which reaches the highest number of children and young people in the most efficient manner.

The Telecom Sector: In 2004, CHI began collaborating with key partners in the telecommunications sector. CHI realises the importance of using Information Communication Technology (ICT) to bridge the digital divide and reach children in need of care and protection. By advocating for appropriate technology, CHI provides children the means to voice their issues and concerns. CHI partnered with UN agencies, particularly the development department of the International Telecommunications Union (ITU), regulators, private telecoms companies and children networks that use ICTs to reach out to children. Through these partnerships, CHI took preliminary steps towards placing children on the telecoms agenda at the World Summit on Information Society (WSIS) and the World Telecoms Development Conference (WTDC).

Strategic Goal 5

Annual collection of data on the profile of the caller and the reasons why children call helplines – their issues, concerns and problems. Develop an international database, based on national helpline databases to store and analyse this information.

2004 Accomplishments

Data: At the First International Consultation representatives discussed the need for accurately recording the reasons why children call so that it can be used to influence policy makers both locally and internationally. For this reason a data task force of regional representatives was developed in 2004. At the first Data Task Force meeting in April 2004, concepts and terminology were standardized across helplines.

Database: Many helplines collect data in different ways, which can often lead to skewed data. For this reason, the Data Task Force developed a standardised data proforma in which helplines submitted 2003 data. The CHI data proforma requested information about the helpline, the child concerned and the reasons why children call the helpline.

Connecting to Children: is CHI's annual publication. It is a compilation of data collected from member helplines across Africa, the Americas, Asia-Pacific and Europe. It provides information about the helpline, a profile of the caller and/or the child concerned and the reasons why children call. CHI first published "Connecting to Children" (2002 data) in September 2003. Unfortunately in 2004 there was no publication because CHI was unable to secure a database developer. CHI's goal, however, is to publish "Connecting to Children" annually so as to provide a comprehensive set of data that voices the concerns of children in need of care and protection, allowing the CHI global network to influence policy makers to ensure that the rights of the child are appropriately met.

Strategic Goal 6

Use the section in *Connecting to Children* on "Reasons why children call" to advocate for children's rights at the local, regional and international level and, consequently, influence policy decisions in favor of children in need of care and protection.

2004 Accomplishments

UN Committee on the Rights of the Child (UN CRC)

In 2004, CHI began submitting recommendations to the UN Committee on the Rights of the Child. CHI worked with helplines to recommend child helplines to all countries under review.

UNICEF

In September 2004, CHI met with the regional child protection officer for the CEE/CIS region. They agreed to work together to start new helplines and strengthen existing helplines in the region. In addition, UNICEF headquarters agreed to fund helplines in **Zambia, Kenya, South Africa, Nigeria and Mongolia.**

Child-focused NGOs and networks

In 2004, CHI developed strategic alliances with key partners focused on children's rights. CHI worked closely with EURONET to include children in EU policy decisions. In addition CHI actively participated in conferences hosted by children's organisations to promote helplines as an intervention strategy.

CHI participation in conferences

- ISPCAN
- African Child Policy Forum
- Plan conference on Child Community Centred Development.
- Children in Prisons
- Agents of Global Change
- Global Summit

Conclusion: The Child Helpline Movement

Children and young people globally who are in need of care and protection for various reasons seek someone to lend them a listening ear and assist with solving their problems. Child helplines provide crucial assistance to children and young people. The CHI network strives to establish helplines for children as a global movement and aims for a world where telecommunication allows children and young people to be heard one by one, and through their voices shape the world and realise their rights.

CHAPTER 2:

Connecting to Children 2004 –

Compilation and Goal

Introduction

Connecting to Children is CHI's annual compilation of helpline data across Africa, the Americas, Asia-Pacific and Europe. This publication provides information about member helplines, including the different methods of communication used to reach out to children; the profile of the caller and, most importantly, the reasons why children call the helpline. Moreover, starting with this edition, each edition of *Connecting to Children* be theme-based, in relation to the needs and concerns as addressed by children and young people who call helplines throughout the world. The theme for this year is Children Living Amidst Abuse and Violence.

Connecting to Children was first published in September 2003 and contained 2002 data. In March 2005, CHI published the second edition with 2003 data. The present third edition of *Connecting to Children* and contains 2004 data. CHI intends to publish *Connecting to Children* on an annual basis to highlight trends as they relate to: the development of helplines; the profile of the caller and the reasons why children call. In 2006, CHI will produce two editions of *Connecting to Children* (2004 and 2005 data, respectively), which will allow CHI to "catch-up." Beginning in 2007, CHI will publish *Connecting to Children* with data from the year before.

The second edition of *Connecting to Children* was well received by member helplines, key NGOs, donors and bilateral and multilateral partners. The publication showed start-up helplines how to be an effective child protection intervention strategy by showcasing different helpline structures and the methods of communication used to reach out to the maximum number of children. For more established helplines, it provided a basis for trend analysis on the profile of the caller and the reasons why children call. *Connecting to Children* was also useful in voicing children's concerns and influencing policy decisions at the national and international levels. CHI donors appreciated the publication's quantitative and qualitative data as a confirmation of the success of child helplines as a prevention, intervention and rehabilitation strategy. CHI hopes to achieve all this and more with this edition of *Connecting to Children*.

Member helplines and partners have suggested that we incorporate a theme into each edition of *Connecting to Children* to shed light onto the concerns of children. CHI agreed, and this edition of *Connecting to Children* has the theme of Children Living Amidst Abuse and Violence. How did CHI select this theme? At CHI's Second International Consultation in March 2005, CHI members unanimously agreed to participate in the United Nations Study on Violence Against Children (UN VAC). Many helplines submitted data or case studies that reflected the prevalence of violence in the lives of children throughout the world. Participating countries included: Argentina, Brazil, Canada, Croatia, India, South Africa and Zimbabwe. After what proved to be a strong and fruitful collaboration with those responsible for the UN VAC study, CHI felt that the report's findings in 2006 provided an important link with the work CHI members do every year, every week, every day and, often, every hour of the day.

Why Connecting to Children?

Connecting to Children demonstrates the effectiveness of using child helplines as a strategy towards child protection. To this end, it displays the various methods used to reach out to children, especially the most marginalised and disadvantaged. Most importantly, it provides trends on who calls child helplines and analyses the reasons why children call.

What does Connecting to Children achieve?

1. Voices the needs of children.
2. Documents children's concerns across regions and socio-economic groups.
3. Proves the effectiveness of helplines as an intervention strategy.
4. Demonstrates the global strategy of the children's helpline movement.

Process

The CHI bottom-up philosophy was applied to this publication. The process of collecting and analysing helpline data was inclusive and participatory at every level, and member feedback was integrated into the data proforma. As a result, the 2004 data proforma included many changes, as outlined in the box below.

The goal for the 2004 proforma was to establish its availability online for helpline completion. Unfortunately, CHI encountered difficulties in securing a database developer who could finish in time for this publication. Instead, a word document was distributed to each of the network members. Member helplines transferred their data into CHI's pro forma. Due to different interpretations of concepts, despite the availability of a glossary, the data was crossed-checked and verified by CHI's programmes team.

Framework of Analysis

The tables in *Connecting to Children* capture three main themes: information about the helpline; gender of the caller; and reasons why children call child helplines. This information is presented in three ways; per region, Human Development Index (HDI) and the economic development of the country.

Across Regions

A cross regional analysis allows CHI to analyse and compare countries within similar geographic regions, as well as between countries in different regions with a similar economic standing. The regional analysis is divided into four geographic regions: Africa, Americas, Asia Pacific and Europe.

The following countries responded to the data proforma:

Africa: Nigeria and South Africa.

Americas: Antigua and Barbuda, Argentina, Aruba, Canada, Chile, Colombia, Costa Rica, Jamaica, Mexico, Paraguay, Peru, Trinidad and Tobago and USA (2).

Asia Pacific: Australia, China (Hong Kong), China (Taiwan), India, Japan, South Korea (2), Nepal, New Zealand (2), Pakistan, Philippines and Vietnam.

Europe: Albania, Belarus, Croatia, Czech Republic, Germany, Greece, Iceland, Ireland, Italy, Lithuania, Luxembourg, Macedonia, Netherlands, Norway, Portugal, Romania, Russia (3), Slovakia, Slovenia, Spain, Sweden, Ukraine and United Kingdom (2).

Across HDI

CHI believes that a clear correlation exists between a country's HDI and their teledensity.² This directly influences the evolution of the helpline. Economically developing countries with a lower HDI have a lower teledensity than economically developed countries with a higher HDI. Therefore, the HDI of a country allows helplines to assess and determine the most appropriate means of communication in reaching children and young people in need of care and protection.

Helplines have been divided into the following 3 groups:

Expansion – Helplines based in middle to low HDI countries. The coverage of the helpline service is either local (in 1 city/district/province), and has a wide scope for expansion.

Consolidated – Helplines based in middle to low HDI countries. The coverage of the helpline service is either national or multi-local (in more than 2 cities, districts or provinces), and has been operational for 2-7 years. Most have toll-free numbers.

Established – Helplines based in countries with a human development index (HDI) of 90+. Usually helplines in economically developed countries; operational for over 10 years; have toll-free numbers and are relatively well-resourced.

CHI categorises member helplines into three categories: expansion, consolidated and established. Countries in expansion are helplines which are either not yet operational or have existed for less than two years. Helplines in consolidation are those which often have limited resources, and have been in operation from two to seven years. Established helplines are those which have been in operation longer than seven years, and have sufficient resources to maintain the helpline. Each type of helplines needs different types of services.

Across Economic Development

CHI believes that the World Bank's categorisation of developed and developing countries provides a valuable understanding of the structure of helplines. A helpline in a developed country with a higher socio-economic standing will be able to make more use of advanced technologies and generally will have the resources to reach out to more children in need of care and protection. On the other hand, helplines in developing countries often have fewer methods of communication available to them, and may not have the financial and human resources to reach out to children in rural areas.

Challenges encountered and overcome

CHI is aware of the limitations of the data collected. A major drawback is that the data is cumulative national data, and has not been weighted for intra-country socio-economic and cultural differences. In addition, the data has not been weighted according to the number of helplines within one country (some countries have more than one helpline). Furthermore, there are differences between member helplines' databases and CHI's data proforma, making it difficult for member helpline's to transfer from their data collection system to CHI's data collection system. These issues presented difficulties in doing cross-sectional analysis, variances and pie charts to determine precise trends and detailed analysis.

Collecting and collating data

1. **Data proforma:** CHI distributed the proforma as a word document. The 2004 data proforma was designed to be online whereby helplines could answer only questions corresponding to their services. Due to difficulties in sourcing a database company, CHI was unable to develop an online database on time. The proforma's length made it difficult for helplines to wade through the proforma and answer certain questions.

² Main telephone lines per 100 inhabitants

2. **Timing of Data proforma:** The 2004 data proforma was distributed in January 2006. This meant that helplines had to revisit data from two years ago. The lack of human resources and differences in data collection systems made filling out the 2004 data proforma difficult for helplines.
3. **Non-availability of data:** Many helplines have excellent systems in place for responding to calls but not for documenting calls. The inability of helplines to provide the details as requested by the data proforma required CHI to make certain assessments about the data, which could be faulty. Thus, helplines were unable to provide many details, such as segmenting data into three classifications: child, adult, child and adult/unknown.
4. **Quality of data:** The quality of the data is not always precise. Still, the data provides a glimpse of trends and provides a global perspective of the helpline movement, as well as the needs of the children contacting them.
5. **Differences in database systems:** The information helplines collect on a country level often varies from that requested in CHI's data proforma. It is often time consuming for helplines to transfer data into CHI's data proforma. This factor often discourages many helplines from completing CHI's proforma.
6. **Language constraints:** Helplines must often translate the data proforma into their local language before completing it, even though they do not have adequate resources.
7. **Differences in terminology:** Helplines often interpret similar terms and concepts differently. Despite the fact that CHI has created a glossary of terms to clarify concepts, this can still result in variances in the data submitted, leading to the discretionary interpretation of data by CHI.
8. **Lack of human and financial resources:** The lack of resources often poses difficulties for helplines in filling out the CHI data proforma, as outline in numbers 1 -7 above.
9. **Blank spaces in the tables:** The current database is unable to distinguish between N/A (not answered) and the numeral zero. Obviously, there are differences between the two; however, for the current edition, a blank space means not applicable, and should not be confused or interpreted as a zero.

Lessons Learned

Given the difficulties in filling out the 2004 data proforma, CHI will make the following improvements for future data collection:

1. CHI has created an online data proforma whereby helplines can directly input their data into the CHI database. The online data proforma is designed so that helplines need only access those relevant sections. This will reduce the time helplines spend in inputting data. The online database will be available for use by helpline in the fall of 2006, and will reflect 2005 data.
2. In 2006, CHI will collect 2004 and 2005 data, allowing CHI to "catch up" on the data collection process. In the future, helplines will only need to refer to the previous year's records to fill out CHI's data proforma.
3. The Data Taskforce examined the difficulties helplines reported when filling out the 2004 data proforma. The taskforce has made every effort to rephrase and simplify the questions. This will improve the quality of data in the future.
4. CHI recognises that differences between helpline databases and CHI's data proforma may make data collection difficult. For this reason, CHI is working towards creating a country database package that links national systems to CHI's proforma, thereby facilitating the process.
5. CHI has developed a glossary that explains the terms and concepts used in the data proforma. While the glossary has not completely made it easier for helplines to fill out the data proforma, it will be revised to include member feedback.
6. The CHI Programmes Team will assist helplines as they fill in the online data proforma. The newly added comments box in every section will allow helplines to explain their difficulties to CHI, thereby minimising the margin for misinterpretation and error.

Conclusion – The Way Forward

Connecting to Children is the face of the children who call member helplines, and strives to integrate the suggestions of its readership. As demonstrated by the new thematic section, Children Living Amidst Abuse and Violence, the CHI network continues to be at the vanguard of acting upon issues of great concern to children.

The publication demonstrates how a child helpline is an effective child protection strategy and documents the voices and needs of 9 million children on a global scale. Helplines can use data to influence policy makers at all levels, and achieve real and lasting improvements in the lives of children and young people, to further protect them from abuse and violence. Moreover, member helplines are encouraged to look at this edition to form their own strategic plans for the future, and to approach donors with these issues in mind. Finally, this edition of *Connecting to Children* provides a valuable resource for helplines seeking to form strong working relationships with the telecommunications sector with the goal of ensuring that as many children as possible gain access to helplines.

Chapter 3:

Building a Movement of Child Helplines

Introduction

Children's helplines throughout the world often provide the link to a better life for children in need of care and protection. While helplines may often be considered a chat line or counseling service for children, 2004 helpline data shows the contrary. Helplines provide emergency services just as often as they provide non-emergency services; the difference often depends on the country's infrastructure. To be sure, children call helplines for multiple reasons: sometimes for life and death concerns; sometimes for "everyday" issues. For every child calling, however, their call is of utmost importance.

CHI members continuously prove that children will not call a helpline simply because it holds itself out publicly to be an "expert" helpline on any given issue (for example, physical abuse). Instead, children call helplines because of the familiarity of a helpline's number. The shorter the number, the easier to remember it will be; moreover, if the phone call is free, the more likely it will be used. Thus, the greater amount of specialised helplines that are available, the less likely a helpline will have instant brand recognition.

The benefits of a toll-free, easy-to remember number are immeasurable. Missing children, migrants and refugees need to be able to rely on a number that will guide them home. Child victims of sexual trafficking; bonded labour; child pornography and all inherently migratory crimes also need access to an easy to remember number. In a world where borders can be crossed using modern methods of transportation, trafficked children can be taken from one point of the planet to another in matter of days or, sometimes, in a matter of hours. They are often closely watched and have little or no time to investigate the availability of a longer number.

Children's helplines have the ability to coordinate and link existing child-protection and other child-related services, identifying and addressing gaps in services, thereby building a stronger child protection system. This edition of Connecting to Children shows that to make sure that children are helped for all reasons, all helplines must have a national or regional, three or four digit, easy-to-remember number.

All children born into this world deserve the dignity of being heard, a right enshrined in the United Nations Convention on the Right of the Child (UN CRC). The data in Connecting to Children (Third Edition, 2004) shows that children's helplines around the world uphold this right, but more can be done. With a toll-free, three-or-four digit number, children in need of care and protection will have access to help every second of their precious lives.

Helpline Analysis

The child helpline movement began in 1971 with the founding of the National Runaway Switchboard in the United States. In 1979, Europe's first helpline – Kindertelefoon – was established. By CHI's inauguration in 2003, the global network of helplines had grown to 49 in 46 countries. By the end of 2004, 64 countries had child helplines and CHI was working with 10 additional countries to facilitate the establishment of a child helpline.

As described in the "Framework of Analysis" in Chapter 2, this chapter analyses 55 member helplines across and within regions (Africa, the Americas, Asia-Pacific and Europe), and according to CHI's classification of the helpline (expansion; consolidation or established).³ Helplines are also analysed according to:

- years of existence;
- toll-free status (for landlines);
- coverage;
- staff structure; and
- age of the person answering the calls.

This cross-analysis of member helplines shows the role regional differences and economic development play in the various types of services provided by helplines.

3.1 Years of Existence by HDI

The helpline movement has a long history in many parts of the world. In economically developing countries, children's helplines are a new phenomenon. While in economically developed countries, children's helplines have been in existence for decades. Data consistently shows that a country's infrastructure plays an instrumental role in the type of services offered by helplines.

As shown in the Table 3.1, 65% of helpline members are older than 7 years. In countries with a higher HDI ("established" helplines), helplines have been in existence longer than their peers in countries with a lower HDI ("expansion" and helplines in "consolidation"). For example, 7 helplines in the established segment are older than 20 years compared with only one in the consolidation segment.

The amount of helplines in countries with a lower HDI (consolidation and expansion) continues to grow. The number of helplines in the expansion phase has grown from 0 to 4 as compared to 2003 data. Moreover, the number of helplines in the expansion phase at the 7-10 year age level has doubled. In effect, there has been an 8% growth in the number of member helplines that have existed between 1-3 and 3-7 years. In 2003, 16% of helplines in this age segment were from economically developing countries. In 2004, they comprise 24 percent. Data from 2004 reflects an 11% growth in the number of helplines in economically developing countries, from 38% to 49 percent. In 2003, 63% of helplines were from the established sector across all age of helpline segments. In 2004, they comprise 50% of member helplines.

Several factors can be attributed to the membership increase from helplines in expansion or consolidation phases. Firstly, the percentage of helplines providing data for the present publication has diminished from 60% to 40 percent. Secondly, CHI worked extensively in economically developing countries, paying special attention to cultural and regional needs, such as translating the data proforma into Spanish. Although data is often difficult to obtain in economically developing countries owing to a lack of resources, the amount of economically developing countries providing data grew in 2004.

Table 3.1 Years of Existence - HDI

| Years of Existence | HDI Status | | | | | | | |
|--------------------|------------|-------------|---------------|-------------|-------------|-------------|-----------|-------------|
| | Expansion | | Consolidation | | Established | | World | |
| 1. Unknown | na | 0% | na | 0% | 1 | 4% | 1 | 2% |
| 2. 1-3 | 4 | 29% | na | 0% | 1 | 4% | 5 | 9% |
| 3. 3-7 | 5 | 36% | 4 | 31% | 4 | 14% | 13 | 24% |
| 4. 7-10 | 4 | 29% | 4 | 31% | 4 | 14% | 12 | 22% |
| 5. 10-20 | 1 | 7% | 4 | 31% | 12 | 43% | 17 | 31% |
| 6. >20 | na | 0% | 1 | 8% | 6 | 21% | 7 | 13% |
| Total | 14 | 100% | 13 | 100% | 28 | 100% | 55 | 100% |

3.2 Years of Existence by Region

Helplines in economically-developing regions continue to grow in number. Data from 2004 shows that Europe has the most "older" helplines (14 of the 26 helplines in Europe are older than 10 years) as compared with Africa, the Americas and Asia-Pacific. In 2003, however, the data reflected that Africa and Europe had the oldest helplines.

How to explain this difference? In 2004, responses from Africa diminished by 50% (from 4 in 2003 to 2 in 2004). Additionally, there was a drop-off in the number of data proformas collected from European helplines. Even so, the amount of new helplines in Europe grew from 0 to 2 (between 2003 and 2004, respectively).

The data collected in 2004 also shows an overall increase in the number of member helplines hailing from the Americas. This holds true across all age of helpline segments. Consequently, helplines in the Americas currently comprise 25% of all member helplines (up from 19% in 2003). This number is significant because while data was gathered from fewer helplines in 2004, the number of helplines from the Americas increased (from 12 in 2003 to 14 in 2004). This increase is owed largely to CHI's translation of the data proforma into Spanish, as well as the translation of the glossary of terms. With these two tools in hand, member helplines in the Spanish-speaking world were able to fully comprehend the data proforma for the first time. This shows the need for CHI to focus more energy on meeting regional cultural and language needs around the world.

Table 3.2 Years of Existence by Region

| Regions | | | | | | |
|--------------------|----------|-----------|-----------|-----------|-----------|------------|
| Years of Existence | Africa | Americas | Asia | Europe | World | % |
| 1. Unknown | na | na | 1 | na | 1 | 2 |
| 2. 1-3 | 1 | 1 | 1 | 2 | 5 | 9 |
| 3. 3-7 | na | 5 | 4 | 4 | 13 | 24 |
| 4. 7-10 | na | 3 | 3 | 6 | 12 | 22 |
| 5. 10-20 | na | 4 | 3 | 10 | 17 | 31 |
| 6. >20 | 1 | 1 | 1 | 4 | 7 | 13 |
| Total | 2 | 14 | 13 | 26 | 55 | 100 |

3.3 Toll-Free Landline Status per Region

Someone or some entity must pay for every phone call made to a helpline. Ideally, a child should not have to pay for a call; and neither should a helpline. There are three variations outlining exactly who must pay for a phone call.

- Toll-free for child, helpline pays: the caller does not pay, but the helpline pays.
- Toll-free for child and helpline: neither the caller nor helpline pay, but a third party, usually a telecom company, the government or a private sponsorship pays for the call.
- Not toll-free: the caller pays for the call.

Table 3.3 Toll free land line status per region

| Region | | | | | | |
|---|----------|-----------|-----------|-----------|-----------|------------|
| Toll Free Landline Status | Africa | Americas | Asia | Europe | World | % |
| For the child and for the helpline | na | 9 | 4 | 10 | 23 | 42 |
| For the child, but not for the helpline | 1 | 4 | 3 | 12 | 20 | 36 |
| Not toll free | 1 | 1 | 6 | 4 | 12 | 22 |
| Total | 2 | 14 | 13 | 26 | 55 | 100 |

Table 3.3 shows that 78% of landline helplines in the world are free for the caller. Thirty-six percent of these helplines, however, must pay for the cost of incoming calls. This poses a tremendous burden on helplines, as resources that could be funneled towards direct intervention for children must be spent on telephone costs.

The number of helplines offering toll-free services to children continues to grow. As expected, helplines in developed countries are able to offer toll-free services to children. Eighty six percent (86%) of helplines in developed countries offer free telephone services for children, while 67% in developing countries offer toll-free services to children. In contrast, children must pay for a phone call at only 11% of helplines in developed countries, whereas 33% of children must pay for a phone call in developing countries.

Table 3.4 Toll-free landline per HDI Status

| HDI Status | | | | |
|---|-----------|---------------|-------------|-----------|
| Toll Free Landline | Expansion | Consolidation | Established | World |
| For the child and for the helpline | 2 | 10 | 11 | 23 |
| For the child, but not for the helpline | 4 | 2 | 14 | 20 |
| Not toll free | 8 | 1 | 3 | 12 |
| Total | 14 | 13 | 28 | 55 |

3.5 Helpline Accessibility Across Regions

The wider the coverage a helpline has, the greater the likelihood that children will remember the helpline's number. If various helplines exist within countries and each has a different number, whether as a specialised service or within certain geographical boundaries (such as from state to state), the less a child is likely to remember the number.

The geographical range throughout which helplines are available to children varies between countries and regions. In general, they are sub-divided into the three following categories:

- Local - The number is accessible only in one area of the country
- Regional - The number is accessible to a child in two or more regions, but not the entire country, where
- National - The number is accessible to every child in the country wherever there is access to telecommunications.

76% of helplines have national coverage, 20% have local coverage, and only 4% have regional coverage. Data demonstrates a significant increase in the number of helplines with local coverage (as compared with 3% in 2003). Why have these numbers changed? Despite the scarcity of resources, newer helpline members are making an effort to fill out the data proforma because they understand the value of having data to show key stakeholders. Moreover, the increase in the overall number of helplines with local coverage is also indicative of CHI's efforts to help start or recruit new helplines. Helplines with local coverage are primarily those which have recently started and expect to have regional or national coverage over a period of time.

Table 3.5 Helpline Accessibility Across Regions

| Accessibility | Region | | | | | % |
|---------------|----------|-----------|-----------|-----------|-----------|------------|
| | Africa | Americas | Asia | Europe | World | |
| Local | 1 | 2 | 4 | 4 | 11 | 20.00 |
| Regional | na | na | 1 | 1 | 2 | 3.64 |
| National | 1 | 12 | 8 | 21 | 42 | 76.36 |
| Total | 2 | 14 | 13 | 26 | 55 | 100 |

Data demonstrates that geographic accessibility is greatly affected by a country's development status. As Table 3.6 shows, 63% of helpline's in developing countries offer national coverage, in comparison with 96% of those in developed countries. In contrast, 37% of helplines in developing countries offer local service, as compared to only 4% offering the same in developed countries. Thus, children in developing countries have less access to national numbers, which are usually easier to remember, and should be the goal of all helplines.

Table 3.6 Helpline Accessibility across HDI Status

| Accessibility | HDI Status | | | World |
|---------------|------------|---------------|-------------|-----------|
| | Expansion | Consolidation | Established | |
| Local | 8 | 2 | 1 | 11 |
| Regional | 1 | 1 | na | 2 |
| National | 5 | 10 | 27 | 42 |
| Total | 14 | 13 | 28 | 55 |

3.7 Who responds to calls?

Helpline personnel are the first and most important link to addressing the needs of children. While helplines may vary in their call response methodology, all helplines strive to provide quality training to their personnel, whatever their age. There are three age groups for counselors (or those who answer the telephone helpline):

- Children (under 18) - Calls answered by trained helpline workers under the age of 18.
- Young persons (19-25) - Calls answered by trained helpline workers between the ages of 19 – 25.
- Adults - All calls answered by trained helpline workers who are over the age of 25.

Table 3.7 provides an overview of the age of those who respond to the phone. The table shows that helplines in developing countries include children and young persons in helpline activities much more than helplines in developed countries. In effect, children answer 51% of calls and young people answer 37% of calls at helplines in developing countries. In contrast, only 10% of all calls are answered by children and young people in developed countries. These figures reflect the differences between the segments, as the consolidation segment is much newer, and much more open to integrating children's participation into helpline activities, while the establishment segment relies on the traditional helpline methodology of adults answering the phones.

Table 3.7 Who responds to calls across HDI status

| HDI Status | | | | | | | | |
|-----------------------|--------------|------------|---------------|------------|-------------|------------|--------------|------------|
| Responder Age | Expansion | | Consolidation | | Established | | World | |
| No | 13 | % | 14 | % | 27 | % | 54 | % |
| Children (under 18) | 8678 | 51 | 3 | 0 | 224 | 5 | 8905 | 39 |
| Young persons (19-25) | 4495 | 26 | 149 | 11 | 234 | 5 | 4878 | 21 |
| Adults (26 and over) | 3964 | 23 | 1199 | 89 | 3901 | 89 | 9064 | 40 |
| Total | 17137 | 100 | 1351 | 100 | 4359 | 100 | 22847 | 100 |

3.8 Staff Structure Across HDI Status

An adequately staffed helpline has the opportunity to serve the needs of children in need of care and protection. While many helplines have paid staff, many helplines rely on the services of volunteers. In relevant part, Table 3.8 reflects the availability of volunteers to help staff the helpline depends largely on the economic viability of the country. In economically developed countries, the monetary incentive to volunteer is inexistent because the basic needs of volunteers are met. In economically developing countries, however, individuals must look for remunerated work to pay for their basic needs. Hence, countries in the expansion and consolidation phase have fewer paid and unpaid volunteers than those in the established phase. While countries in the expansion phase are most in need of resources, their challenge is being able to attract volunteers to meet the needs of children, while retaining the viability of the helpline.

Table 3.8 Staff Structure across HDIs

| HDI Status | | | | | | | | |
|-------------------|-------------|------------|---------------|------------|-------------|------------|--------------|------------|
| Staff Structure | Expansion | | Consolidation | | Established | | World | |
| No | 14 | % | 14 | % | 27 | % | 55 | % |
| Full-time | 71 | 2.18 | 1064 | 50.59 | 618 | 9.23 | 1753 | 14.55 |
| Part-time | 169 | 5.21 | 134 | 6.37 | 315 | 4.70 | 618 | 5.13 |
| Volunteers paid | 52 | 1.61 | 311 | 14.79 | 1358 | 20.28 | 1721 | 14.29 |
| Volunteers unpaid | 2953 | 91.00 | 594 | 28.25 | 4405 | 65.79 | 7952 | 66.03 |
| Total | 3245 | 100 | 2103 | 100 | 6696 | 100 | 12044 | 100 |

Conclusion

In 2004, the child helpline movement consisted of 64 helplines. These helplines employed over 12,000 staff and volunteers, including both adults and young adults. Seventy-eight percent (78%) of the landlines were free of cost for the caller and 76% had national coverage. Thirty one percent (31%) have been in existence from 10 – 20 years. The helpline movement continues to grow on its momentum, and looks toward gaining access to 3 to 4 digit toll-free national numbers so that a future is a phone call away for children in need of care and protection.

Chapter 4:

How Helplines Listen to the Voices of Children

Introduction

Helplines reach out to children in various ways, and children around the world contact helplines for just as many various reasons. The former depends largely on the development of the country, and the latter depends on the availability of a helpline number that a child can easily remember.

This chapter outlines the methods through which helplines communicate with and reach out to children, as well as who calls the helpline.

Section 1: Communication and Call Response Strategies

Methods of Communication with Children

Depending on socioeconomic and cultural differences, helplines use different means of communication to reach out to children. The different methods of communication listed in the table below are defined as follows:

In-person: All contacts where there is face-to-face communication.

- Outreach-Based Counselling: A counselling method based on going to a child's location and providing on-site counselling.
- Walk-Ins/In-Person Counselling: A helpline service where clients can meet on-site with a helpline representative.

Postal/Mail Collection Boxes: A helpline service where children and/or adults can submit their questions and/or concerns via post/mail.

Telephone-Based: A helpline where children and/or adults may obtain service via the telephone.

- SMS/Text Messaging: A helpline service where children and/or adults may send their questions to the helpline via sms/text messaging, and receive a response in the same manner.
- Fax: A helpline service that allows children to send questions to the helpline via fax.

Web-based: A helpline service that provides a web space where children and/or adults can obtain information and assistance about the helpline and other relevant services.

- E-mail: A helpline service that allows children to send questions to the helpline via email.
- Web-post/Bulletin Board: A helpline service that allows children and/or adults to post their questions and concerns on the website, and a helpline representative answers questions on the site for public viewing.
- Chat: A helpline website service where children can talk to other children and/or helpline counsellors in real time about their concerns.
- Library: A web-based space where children can obtain information on child-related issues and concerns.

Other: Any other means the helpline may use to reach out to children.

- Radio Outreach Counselling: A counselling method where a helpline representative speaks about the helpline and children's issues on the radio and where, ideally, children can call in and get live responses to their questions.
- TV Outreach Counselling: A counselling method where a helpline representative speaks about the helpline and children's issues on the television and where, ideally, children can call in and get live responses to their questions.

Total: The total number of contacts with children and/or adults.

With technological advances, helplines are increasingly documenting other methods of communication with children. In Asia, the Americas and Europe, web-based contacts (e-mail, webpost, web-based bulletin boards and web-based libraries) are very popular methods of communication. In contrast to this in Africa, aside from telephone based contacts, face to face counselling is popular. This difference in methods of communication could be attributed to the difference in ICT development between economically developed countries and economically developing countries.

Reaching out to Children

A helpline that has minimum resources can play a life-saving role in the life of a child. CHI member helplines are trained to ensure that all calls are answered, and responded to. In relevant part, CHI classifies phone calls into “calls answered” and “calls responded to”. Calls answered includes *all* calls answered, including prank and silent calls, as well as those answered by an answering machine. “Calls responded to” refers to calls where contact is reached between the caller and the helpline; that is, that a child’s needs and concerns are addressed, either through counselling, referral, direct intervention, etc.

Table 4.1 shows that in 2004, helplines answered 8,606,306 calls, with the highest amount being answered by helplines in Asia-Pacific, which had 3,719,082 answered calls. This total number of answered calls has gone down from 2003, where 11,316,467 calls were answered. The difference can be attributed to two factors: 1) 20% fewer helplines submitted a complete proforma for 2004; and 2) CHI’s data collection methodology has improved. However, the data also reflects Asia’s high population of children. In comparison, the Americas (14 helplines) and Africa (2 helplines) answered 758,060 and 845,636 respectively. Helplines responded to 1,859,421 (22%) calls of the 8,606,306 calls answered. Europe responded to 42% of calls, with Asia following close behind, with 39 percent.

Table 4.1 Answered and Responded to Calls Across Regions

| Region | Phone Hit Type | | | | | | |
|--------------|----------------|------------------|---------------|------------------|---------------|-------------------|------------|
| | No. | Answered | % | Responded | % | Total | % |
| Africa | 2 | 845,636 | 9.83 | 84,577 | 4.55 | 930,213 | 4.26 |
| Americas | 14 | 758,060 | 8.81 | 279,057 | 15.00 | 1,895,008 | 8.68 |
| Asia | 13 | 3,719,082 | 43.21 | 719,307 | 38.69 | 7,241,464 | 33.15 |
| Europe | 26 | 3,283,528 | 38.15 | 776,480 | 41.76 | 11,776,837 | 53.91 |
| Total | 55 | 8,606,306 | 100.00 | 1,859,421 | 100.00 | 21,843,522 | 100 |

Table 4.2 displays the number of helplines that use a particular form of communication. As shown in the table, all helplines operate a telephone service. In effect, telephones account for over 90% of all types of communication. This is not surprising given that telephones are oldest type of intervention strategy used by children’s helplines. Consequently, helplines tend to document this strategy more than others. While helplines tend to cater to telephone services, this classic form of communication is not exclusive. Despite new and advanced methods of communication, telephones will always provide brand recognition amongst the public. Even so, telephones reflect just one type of communication, which often (but not always) reflect the development status of a helpline. Web-based contacts continue to be popular methods of communication in parts of the Asia-Pacific region (Australia and New Zealand), North America and Europe, accounting approximately 70% for all web-based counseling. The same correlation with in-person counseling exists in developing countries. In Africa, parts of Asia and Latin America, in-person counseling accounts for nearly 70% of the total.

In developed countries, helplines often provided postal services as a complement to their helpline services. In developing countries, a helpline’s outreach component provides important assistance to children. CHI is looking to document the various methods of communication used in developing countries, which may easily get lost in the questions as posed in the proforma.

Table 4.2 Type of Communication: Development Status

| Communication | | Development Status | | |
|-----------------|--------------------------------|--------------------|------------|-----------|
| | | Developed | Developing | Total |
| In-person | Outreach based counselling | 4 | 8 | 12 |
| | Walk-in/in person counselling | 4 | 7 | 11 |
| | Total | 4 | 8 | 12 |
| Other | Radio outreach and counselling | na | 1 | 1 |
| | TV outreach and counselling | na | 1 | 1 |
| | Total | na | 1 | 1 |
| Postal | postal | 2 | 3 | 5 |
| | Total | 2 | 3 | 5 |
| Telephone-based | Fax | 26 | 30 | 56 |
| | SMS | 26 | 30 | 56 |
| | Telephone | 27 | 30 | 57 |
| | Total | 27 | 30 | 57 |
| Web-based | Chat | 13 | 5 | 18 |
| | Email | 13 | 6 | 19 |
| | Library (website visits) | 13 | 5 | 18 |
| | Web-post and Bulletin Board | 12 | 5 | 17 |
| | Total | 14 | 6 | 20 |
| Total | | 28 | 30 | 58 |

Gender of the Caller

Table 4.3 shows that the gender of the caller is unknown in 20% of the calls (383,560). This is particularly true in Asia Pacific region where the gender of 36% of the callers is unknown. Of the 87% of the calls where the gender of the caller is known (1,508,510), 61% are female and 39% are male. This trend of more female callers than male callers is true for all of the regions across the world. In Africa, the gender of the callers reflects a general balance between both genders, whereas in Europe and the Americas, X% of the calls are female. The high amount of female callers in the Americas reflects the strong influence European helplines (and culture) have played in the continents.

Table 4.3 Gender of the Caller Across Regions

| Gender of Caller | Region | | | | | | | | | |
|------------------|---------------|------------|----------------|------------|----------------|------------|----------------|------------|------------------|------------|
| | Africa | | Americas | | Asia-Pacific | | Europe | | Total | |
| No | 2 | % | 14 | % | 13 | % | 26 | % | 55 | % |
| Female | 38,064 | 50.00 | 138,691 | 59.95 | 248,000 | 32.54 | 489,117 | 59.47 | 913,872 | 48.30 |
| Male | 25,372 | 33.33 | 72,493 | 31.34 | 240,792 | 31.59 | 255,981 | 31.12 | 594,638 | 31.43 |
| Unknown | 12,684 | 16.67 | 20,161 | 8.71 | 273,343 | 35.87 | 77,372 | 9.41 | 383,560 | 20.27 |
| Total | 76,120 | 100 | 231,345 | 100 | 762,135 | 100 | 822,470 | 100 | 1,892,070 | 100 |

Chapter 5:

Global and Regional Analysis

The Reasons Why Children Call

Children call helplines for different reasons, and each member helpline classifies calls in a different manner. CHI has worked towards developing a data collection method which reconciles different methods to create one cohesive document. CHI did much of this based on the historical knowledge of helpline classification systems. During an initial analysis of calls, CHI asked helplines to fill out the first data proforma based on the helpline's own data collection system. CHI proceeded to synthesise the different (according to helplines) categories. Based on these outcomes, CHI identified emerging trends rooted in psychological records and reclassified the proforma section. CHI also developed a glossary (please see Annex Section) to assist helplines in categorising their calls. The resulting proforma was shared with members for approval. The data gathered for this edition of Connecting to Children reflects these efforts. Please note: Helplines often cross-classify calls. For example, a helpline may tick three categories (or more) for a runaway who is physically abused and requesting information on pregnancy-related issues.

Part 1: Why Children Call Helplines

Children throughout the world seek different types of assistance when calling a helpline. For their part, many helplines offer different types of assistance. This segment reflects the reasons why children call helplines. On a global level, the main reasons why children call helplines are as follows:

Information request (19%): While this category can easily be seen as a catch-all category, it should not be easily dismissed. A child often takes a few first tentative steps in calling a helpline; to test it; to see whether it is real; to see if the helpline responds to him or her. This type of contact is often the first of several contacts.

Peer relationships (16%): This category captures all types of contacts having to do with friendships, whether school-related or “community-related”, that is, all types of relationships with peers outside of school.

Abuse and Violence (13%): This category includes physical, emotional and sexual abuse, as well as neglect. The perpetrator can be an adult or another child or young person.

Sexuality (13%): This category runs the gamut from contacts seeking basic information about sex and contraceptives, to callers wanting to know about pregnancy symptoms.

Table 5.1 describes the reasons why children call helplines across HDI Status.

Table 5.1 Reasons Why Children Call Across HDI Status

| Reasons Why Children Call | HDI Status | |
|-------------------------------------|------------------|------------|
| | World | |
| No | 55 | % |
| Abuse and Violence | 216,136 | 12.55 |
| Child substance use and abuse | 37,184 | 2.16 |
| Commercial Exploitation | 16,744 | 0.97 |
| Differently-abled children | 1,859 | 0.11 |
| Discrimination | 7,388 | 0.43 |
| Family Relationships | 168,846 | 9.80 |
| HIV/AIDS infected/affected children | 7,906 | 0.46 |
| Homelessness/Runaways/Basic needs | 69,545 | 4.04 |
| Information requested | 331,276 | 19.24 |
| Legal Matters | 19,640 | 1.14 |
| Peer Relationships | 277,150 | 16.10 |
| Physical Health | 51,618 | 3.00 |
| Psycho-social, mental health | 203,787 | 11.84 |
| School Related | 96,394 | 5.66 |
| Sexuality | 216,068 | 12.56 |
| Total | 1,721,541 | 100 |

Regional Analysis of why children call helplines

While countries within regions often display vast socio-economic and cultural differences, regions also tend to reflect many similarities. Tables 5.2 – 5.5 analyse the different reasons children call in the regions where CHI collected data.

Africa

Most of the calls are made by children in the African region (as opposed to adults calling on behalf of children), and this is reflected in the reasons why they call. Table 4.6 demonstrates that the main reason children called helplines related to abuse and violence (25%). Children also called about peer relationships and school-related issues (12% for each). A significant percentage of the calls were about sexuality (10%).

Table 5.2 Reasons Why Children Call in Africa

| Reasons Why Children Call | Africa | |
|-------------------------------------|---------------|------------|
| | No | % |
| Abuse and Violence | 16,912 | 24.69 |
| Child substance use and abuse | 1,691 | 2.47 |
| Commercial Exploitation | 4,239 | 6.19 |
| Differently-abled children | 845 | 1.23 |
| Discrimination | 845 | 1.23 |
| Family Relationships | 4,231 | 6.18 |
| HIV/AIDS infected/affected children | 4,228 | 6.17 |
| Homelessness/Runaway's/Basic needs | 4,228 | 6.17 |
| Information requested | 1,692 | 2.47 |
| Legal Matters | 4,228 | 6.17 |
| Peer Relationships | 8,456 | 12.35 |
| Physical Health | 845 | 1.23 |
| Psycho-social, mental health | 845 | 1.23 |
| School Related | 8,456 | 12.35 |
| Sexuality | 6,765 | 9.87 |
| Total | 68,506 | 100 |

The Americas

In the Americas, family relationships (20%) and psycho-social issues (19%) were the main reasons children called helplines. Peer relationships followed with 13 percent. In absolute terms, calls about Homelessness/Runaways/Basic needs registered high (27,192), as well as those relating to abuse and violence (18,678).

Table 5.3 Reasons Children Call in the Americas

| Reasons Why Children Call | The Americas | |
|-------------------------------------|----------------|------------|
| | No | % |
| Abuse and Violence | 18,678 | 8.00 |
| Child substance use and abuse | 12,563 | 5.38 |
| Commercial Exploitation | 3,546 | 1.52 |
| Differently-abled children | 407 | 0.17 |
| Discrimination | 810 | 0.37 |
| Family Relationships | 45,761 | 19.60 |
| HIV/AIDS infected/affected children | 1,534 | 0.65 |
| Homelessness/Runaway's/Basic needs | 27,192 | 11.64 |
| Information requested | 8,506 | 3.64 |
| Legal Matters | 5,496 | 2.35 |
| Peer Relationships | 29,501 | 12.63 |
| Physical Health | 10,435 | 4.47 |
| Psycho-social, mental health | 45,032 | 19.28 |
| School Related | 6,915 | 2.96 |
| Sexuality | 17,144 | 7.34 |
| Total | 233,520 | 100 |

Asia-Pacific

Informational request was the main reason children called helplines in the Asia-Pacific region, accounting for 57% of all calls. This high percentage reflects the role of the child-protection sector in the region, which is much more of a referral network as compared with other regions. Children look to helplines as a resource directory. Eight percent of all calls related to abuse and violence. Peer relationships and school-related issues tied for third place, and accounted for 7% of all calls.

Table 5.4 Reasons Children Call in Asia-Pacific

| Reasons Children Call | Asia-Pacific | |
|-------------------------------------|----------------|------------|
| | No | % |
| Abuse and Violence | 39,983 | 7.54 |
| Child substance use and abuse | 3,208 | 0.60 |
| Commercial Exploitation | 4,266 | 0.80 |
| Differently-abled children | 544 | 0.10 |
| Discrimination | 367 | 0.07 |
| Family Relationships | 23,545 | 4.44 |
| HIV/AIDS infected/affected children | 761 | 0.14 |
| Homelessness/Runaway's/Basic needs | 31,910 | 6.01 |
| Information requested | 304,866 | 57.46 |
| Legal Matters | 3,717 | 0.70 |
| Peer Relationships | 35,500 | 6.69 |
| Physical Health | 13,205 | 2.49 |
| Psycho-social, mental health | 14,004 | 2.64 |
| School Related | 34,849 | 6.57 |
| Sexuality | 19,930 | 3.75 |
| Total | 530,655 | 100 |

Europe

The main reason children called helplines in Europe was for peer relationships (23%). Other reasons related to sexuality issues (19%), psycho-social (16%) and abuse and violence (16%) issues. In absolute terms, calls about family relationships were very high (95,309). These reasons reflect the socio-economic and cultural development of Europe as a continent. With more children calling helplines (as opposed to adults, as in many countries), the reasons reflect the everyday realities of European children, far removed from the basic needs as exemplified by children calling helplines from poorly developed regions.

Table 5.5 Reasons Children Call in Europe

| Reasons Children Call | Europe | |
|-------------------------------------|----------------|------------|
| No | 26 | % |
| Abuse and Violence | 140,563 | 15.81 |
| Child substance use and abuse | 19,722 | 2.22 |
| Commercial Exploitation | 4,693 | 0.53 |
| Differently-abled children | 63 | 0.01 |
| Discrimination | 5,366 | 0.60 |
| Family Relationships | 95,309 | 10.72 |
| HIV/AIDS infected/affected children | 1,383 | 0.16 |
| Homelessness/Runaway's/Basic needs | 6,215 | 0.70 |
| Information requested | 16,212 | 1.82 |
| Legal Matters | 6,199 | 0.70 |
| Peer Relationships | 203,693 | 22.92 |
| Physical Health | 27,133 | 3.05 |
| Psycho-social, mental health | 143,906 | 16.19 |
| School Related | 46,174 | 5.11 |
| Sexuality | 172,229 | 19.37 |
| Total | 888,860 | 100 |

Reasons why children call per sub category

Tables 5.6 to 5.14 reflect data on the reasons why children call helplines on a global level. Each table provides data on the overarching reason, and has been broken up into sub-categories. The global data has been analysed according to specific trends in sub-categories across regions.

Table 5.6 Child Substance Use and Abuse - World

| Reasons Children Call | World | |
|--------------------------------------|---------------|------------|
| No | 53 | % |
| Child Substance Use and Abuse | | |
| Unspecified and Other | 28,204 | 75.85 |
| Addiction | 5,903 | 15.88 |
| Information on substances and misuse | 3,077 | 8.27 |
| Total | 37,184 | 100 |

Table 5.6 shows a breakdown of children's calls on substance use and abuse. It is important to note that 76% of calls in this category have not been sub-categorised. Of the calls specified, the highest amount related to addiction.

Table 5.7 Family Relationships - World

| Reasons Children Call | World | |
|--|----------------|------------|
| No | 53 | % |
| Family Relationships | | |
| Unspecified and other | 96,015 | 56.87 |
| Parents with addiction and/or mental health problems | 8,420 | 4.97 |
| Adoption issues | 535 | 0.32 |
| Bereavement | 3,404 | 2.02 |
| New family/Blended family | 523 | 0.31 |
| Sibling relationship | 3,730 | 2.21 |
| Parent/child relationships | 29,472 | 17.45 |
| Maintenance and child support | 1,161 | 0.70 |
| Child custody and access | 2,696 | 1.60 |
| Divorced/separated parents/parents in conflict | 22,890 | 13.55 |
| Total | 168,846 | 100 |

Table 5.7 shows a breakdown of children's calls on family relationships. It is important to note that 57% of the calls for this category were unspecified. This is particularly true in Africa (100%), the Americas (62%) and Europe (64%), where almost all of the calls were unspecified. This was not the case in the Asia-Pacific region, where 57% of the calls were about divorced/separated parents/parents in conflict, and 27% were about parent/child relationships. Parent/child relationships was the second reason in both the Americas and Europe.

Table 5.8 Peer Relationships - World

| Reasons Children Call | World | |
|---------------------------|----------------|------------|
| No | 53 | % |
| Peer Relationships | | |
| Unspecified and other | 74,167 | 26.76 |
| Partner relationships | 122,308 | 44.13 |
| Problems with friends | 80,675 | 29.11 |
| Total | 277,150 | 100 |

Table 5.8 shows a breakdown of children's calls on peer relationships. It is important to note that within this category, 27% of the calls were unspecified. In Africa, none of the calls for this category have been specified. In other regions, a high number of calls also were not specified; Asia-Pacific (39%), the Americas (27%) and Europe (22%). Overall, the main reason why children call is about partner relationships (49%). For Europe (50%), the Americas (37%) and Asia-Pacific (27%), this is the main reason why children call the helpline. Problems with friends also registered a high number of calls in the Americas (37%), Asia Pacific (34%) and Europe (28%).

Table 5.9 Legal Matters - World

| Reasons Children Call | World | |
|--|---------------|------------|
| No | 53 | % |
| Legal Matters | | |
| Unspecified and other | 9,160 | 46.64 |
| Child marriage | 99 | 0.50 |
| Children in conflict with law | 2,054 | 10.56 |
| Law in conflict with children's rights | 380 | 1.95 |
| Birth registration | 462 | 2.35 |
| Child witness | 48 | 0.24 |
| Children in need of legal representation | 299 | 1.52 |
| Advice and information | 7,138 | 36.34 |
| Total | 19,640 | 100 |

Legal Matters

Table 5.9 shows a breakdown of children's calls on legal matters. Forty-seven percent (47%) of the calls were unspecified. This is particularly true for Africa (100%), Americas (58%) and Europe (25%). Of the calls sub categorised, the main reason why children call is for advice and information (36%), which accounts for 33% of calls in the Americas; 72% in Asia-Pacific; and 43% in Europe. Children in conflict with the law also registers a high amount of calls (10%) on a global level, with 26% of those calls coming from Europe. In Asia and Europe, the main reason why children call is to seek advice (36% and 63% respectively).

Table 5.10 HIV/AIDS infected/affected children - World

| Reasons Children Call | World | |
|--|--------------|------------|
| No | 52 | % |
| HIV/AIDS infected/affected children | | |
| Unspecified and Other | 4,863 | 61.52 |
| Information about AIDS | 1,618 | 20.46 |
| Children orphaned due to HIV/AIDS | 310 | 3.92 |
| Children living with HIV/AIDS | 256 | 3.24 |
| Parents (or family) with HIV/AIDS | 504 | 6.37 |
| Bereavement | 355 | 4.49 |
| Total | 7,906 | 100 |

Table 5.10 shows a breakdown of children's calls on HIV/AIDS. It is important to note that within this category, 62% of calls were unspecified. This amount can be largely attributed to Africa, where 100% of the calls were not specified. In Europe, 92% of the calls were related to information about AIDS. In contrast, only 1% of calls in Asia-Pacific were unspecified, with most calls being about children living with HIV/AIDS (34%); parents or family with HIV/AIDS (28%); and information about AIDS (22%). The Americas also displayed wide variation in calls. While 33% of the calls were unspecified, helplines in the Americas also received calls about bereavement (22%); parents or family with HIV/AIDS (19%); and children orphaned due to AIDS (13%).

Table 5.11 Physical Health - World

| Reasons Children Call | Global | |
|--------------------------|---------------|------------|
| No | 53 | |
| Physical Health | | |
| Unspecified and other | 46,628 | 90.33 |
| Hospitalisation | 1,078 | 2.09 |
| Concerns about illnesses | 1,738 | 3.36 |
| Access to health care | 2,174 | 4.22 |
| Total | 51,618 | 100 |

Table 5.11 shows a breakdown of children's calls about physical health. It is important to note that 90% of the calls in this category were unspecified. Of the calls sub-divided, 4% of the calls were in relation to access to health care, with Asia-Pacific and Europe accounting for 6% and 5%, respectively.

Table 5.12 Psycho-Social, Mental Health – World

| Reasons Children Call | World | |
|-------------------------------------|----------------|------------|
| | No | % |
| Psycho-social, mental health | | |
| Unspecified and Other | 122,559 | 60.14 |
| Suicide | 13,509 | 6.63 |
| Self harm | 1,715 | 0.84 |
| Phobias and obsessions | 1,693 | 0.83 |
| Identity and purpose of life | 4,862 | 2.39 |
| Depression | 2,724 | 1.34 |
| Fear and anxiety | 5,387 | 2.64 |
| Eating disorders | 5,636 | 2.77 |
| Lack of confidence | 8,561 | 4.20 |
| Loneliness | 9,703 | 4.76 |
| Body/physical appearance | 16,111 | 7.90 |
| Boredom | 11,327 | 5.56 |
| Total | 203,787 | 100 |

Table 5.12 shows a breakdown of children's calls on psycho-social and mental health issues. It is important to note that within this category, 60% of the calls were unspecified, and reflect the high percentages for the same in all regions (Americas - 70%; Asia-Pacific – 60%; Europe – 57%). Of the calls specified, the main reasons why children called were in relation to body/physical appearance (8%); suicide (7%); boredom (6%); and loneliness (5%). In the Americas and the Asia-Pacific region, the highest percentage of calls related to suicide (13% and 17%, respectively). In Europe, body/physical appearance (10%) was the main reason children called.

Table 5.13 School Related - World

| Reasons Children Call | World | |
|------------------------------|---------------|------------|
| | No | % |
| School Related | | |
| Unspecified and other | 57,183 | 59.32 |
| School drop-outs | 4,526 | 4.70 |
| Homework | 1,785 | 1.85 |
| Performance anxiety | 5,139 | 5.33 |
| Academic problems | 18,506 | 19.20 |
| Other adult related problems | 3,330 | 3.46 |
| Teacher problems | 5,925 | 6.14 |
| Total | 96,394 | 100 |

Table 5.13 shows a breakdown of children's calls on school related issues. It is important to note that within this category, 59% of the calls were unspecified, with each region registering a high percentage of such calls (Africa – 100%; the Americas – 55%; Asia Pacific – 66%; Europe – 48%). Of the calls sub divided, the main reason why children called was in relation to academic problems (19%), which accounted for 32% of the calls in Europe, and 24% in the Americas. Teacher problems accounted for 6% of all calls. School drop-outs accounted for 11% of the calls in Asia-Pacific.

Table 5.14 Sexuality

| Reasons Children Call | World | |
|---|----------------|------------|
| | No | % |
| Sexuality | | |
| Unspecified and other | 107,312 | 49.67 |
| Sexual fantasy | 143 | 0.06 |
| Masturbation | 1,347 | 0.62 |
| Contraception | 9,059 | 4.19 |
| STIs/STDs | 1,701 | 0.79 |
| Sexual identity | 14,261 | 6.60 |
| Pregnancy | 29,485 | 13.65 |
| Information about sexuality and facts of life | 52,760 | 24.40 |
| Total | 216,068 | 100 |

Table 5.14 shows a break down of children's calls on sexuality and relationships. It is important to note that half of the calls were unspecified. All regions registered a high percentage of unspecified calls (Africa – 100%; Asia-Pacific – 57%; Europe – 50%; the Americas – 19%). Of the calls specified, 24% related to information about sexuality and facts of life, and 14% were about pregnancy. In the Americas, the highest percentage of calls related to boyfriend/girlfriend relationships (37% and 23% respectively). In Europe, 30% of calls were about pregnancy (followed by information about sexuality and facts of life (23%). In Europe, the highest percentage of calls related to information about sexuality and facts of life (27%), followed by pregnancy (12%). In the Asia-Pacific region, 16% of the calls were about pregnancy.

Conclusion

As exemplified by Tables 5.4 to 5.14, children contact helplines for different reasons. Many of the differences can be traced across regions. In general, in countries with a higher GDP, children call for relationship-based problems, whereas in middle-low income countries, children call for issues related to commercial exploitation, juvenile delinquency and health matters. The difference can be attributed to the fact that in high income countries, the child protection system provides a strong safety net for children. In middle and low income countries, the child protection system is not as developed. Of special importance is the fact that helplines often do not record calls according to the sub-categories of reasons. As such, the analysis provided can be skewed.

In 2004, helplines answered 9,269,082 calls. Most of these calls were made by female children between the ages of 11-14. The main reasons children called helplines included: requesting information about the helpline, to discuss sexuality and relationship issues and to talk about issues related to psycho-social and mental health.

Chapter 6:

Children Living Amidst Abuse and Violence

Children Living Amidst Abuse and Violence

This chapter reflects the theme of *Connecting to Children (Third Edition)*. As agreed upon by CHI members, abuse and violence includes the following categories: bullying; witness to violence; neglect; emotional abuse; sexual abuse and physical abuse. Notwithstanding this categorisation, CHI believes that other situations (and reasons for which children call helplines) often are linked with abuse and violence, such as: commercial exploitation; discrimination; Homelessness (including street children); and legal matters.

How did CHI select this theme for *Connecting to Children*? Throughout 2005 and 2006, CHI member helplines participated in the United Nations Violence Against Children Study (UN VAC). CHI submitted a report and worked with UN VAC Secretariat to highlight the types of abuse and violence encountered by children throughout the world...and told in their own words. CHI's submission included several case studies reflecting abuse and violence-related contacts. CHI categorised many of these case studies as covered by the VAC study. Several of these case studies are included in this chapter.

Abuse and Violence

Table 6.1 below shows children's calls on abuse and violence broken down per sub category. In relevant part, 31% of all calls related to bullying, with physical and sexual abuse accounting for 20% and 14% of all calls, respectively. In Africa, all of the calls within the category of abuse and violence were unspecified. The Americas had a high percentage of calls on sexual and emotional abuse (17% each). In Asia, the majority of calls were on bullying (23%) and physical abuse (21%). Within Europe, the highest percentage of calls were about bullying (40%), followed by physical and sexual abuse (23% and 17%, respectively).

Table 6.1 – Abuse and Violence by Region

| Reasons Children Call | Region | | | | | |
|---------------------------|--------------|--------------|--------------|---------------|---------------|------------|
| | Africa | Americas | Asia-Pacific | Europe | World | |
| No | 2 | 14 | 12 | 27 | 55 | % |
| Abuse and Violence | | | | | | |
| Unspecified and other | 16912 | 4460 | 6306 | 10442 | 38120 | 17.64 |
| Bullying | 0 | 2079 | 9042 | 56308 | 67429 | 31.20 |
| Witness to violence | 0 | 617 | 896 | 1361 | 2874 | 1.33 |
| Neglect | 0 | 2413 | 5867 | 9334 | 17614 | 8.15 |
| Emotional | 0 | 2308 | 6689 | 7391 | 16388 | 7.58 |
| Sexual | 0 | 2442 | 2887 | 24081 | 29410 | 13.61 |
| Physical | 0 | 4359 | 8296 | 31646 | 44301 | 20.49 |
| Total | 16912 | 18678 | 39983 | 140563 | 216136 | 100 |

Case Studies Related to Abuse and Violence

Ethiopia

ANPPCAN assisted a 13-year old victim of sexual abuse. After her parents divorced, both remarried and neglected her and her younger sister. At first, they lived with her father and step-mother, but because of problems with their stepmother, they moved in with their mother and step-father. Unfortunately, a much more serious problem developed. Not only did she and her sister work without eating enough food and with no time limitation, but her stepfather began raping her when she was home alone. At first she felt ashamed, so she did not tell anyone. When she could no longer take it, she told her mother, who did not believe her and kicked her out of the house. Attentive schoolteachers prepared temporary shelter, and reported the events to ANPPCAN and the Police. The Police arrested the stepfather.

Colombia

An 8-year-old girl says that her godfather sexually abused her by kissing her on the mouth and inappropriately touching her. The counsellor also learns that her uncle tried to put his penis into her vagina the previous month. The uncle lives in the same home as the girl. The girl tells the counsellor that she is frightened, and hasn't told anyone about the abuse. She wants the counsellor to tell her parents, because she is afraid they might blame her. The helpline counselor, together with the child, decides to inform the parents. Sexual abuse charges are filed against the uncle.

Jamaica

An 8-year-old caller wanted to kill herself. The counsellor learned that her father had begun molesting her a few months before. She felt she could not tell her mother or any family member because it would break her family up. Each time the counsellor attempted to "dismiss" this belief, she threatened to hang up. The counsellor shifted tactics, and talked to the caller about ways to prevent being alone with her father. She promised to call the hotline whenever she felt like hurting herself. She called the helpline at a later date requesting professional help. Arrangements were made for her to meet with a social worker.

Philippines

A concerned citizen called Bantay Bata 163 to report that a 12 year old girl was being physically and sexually abused by her step-father. The child's mother could not do anything to protect her daughter, as she was also a victim of domestic violence. Despite the helpline's efforts, the child's mother couldn't offer her daughter protection. Consequently, a Bantay Bata social worker filed complaints against the father, and the child was removed from the home and admitted to the Children's Village for protection.

Portugal

"My father has beaten me with his belt. I'm bleeding but I can't tell or he will beat me harder. He's a policeman; no one will believe me," says the 14-year year-old girl. She doesn't want to give her name or address, but wants to know where to get treatment without having to report her father. The counsellor tries to gain the child's trust and know more about the situation. The girl is afraid that her father will kill her or her mother if she tells. The counsellor tries to explain that she and her mother need help and it can be done without her father's knowledge. The counsellor tells her about a local victim's support system, and advises her to talk to the mother. As for her health care, the counsellor advises her to go to the local health service and get a check-up. At a later date, her mother calls the helpline, and the counsellor referred her to the Victim's Support association that provided shelter and legal and psychological assistance for both of them.

Canada

Benoit logged on to the Kids Help Phone website looking for help. Classmates had started calling him names, throwing dirt and rocks at him during recess, threatening to beat him up, and following him home from school. Benoit tried ignoring them. He didn't want to fight with them, and he was scared that the older kids would follow through on their threats if he told his teacher. Benoit was frustrated and embarrassed by the situation and wanted to know what could be done. An online counsellor told Benoit he was not at fault. The counsellor suggested tactics to try to stop the bullying: don't act upset or angry; don't fight back; calmly walk away from the situation; avoid being in places the bully is likely to be; stick with a group; don't be afraid to tell a trusted adult and, most of all, don't give up. The counsellor also reminded Benoit that he could call Kids Help Phone if he wanted to talk with a counsellor. When Benoit logged out of the Kids Help Phone website, he felt better about returning to school and facing the bullies. He also knew that he could turn to Kids Help Phone at any time for information, support and guidance.

Commercial Exploitation

Commercial exploitation is one of the grossest forms of abuse and violence; for this reason, it deserves a category of its own. Child helplines around the world, regardless of development status, tackle this issue on a regular basis. Table 6.2 outlines children's calls related to commercial exploitation, which is also a form of abuse. On a global level, 51% of the calls are unspecified and remain uncategorised. This remained true for all regions except Europe, where the highest percentage of calls relating to commercial exploitation was children used for begging (48%). While the raw number of calls for sexual trafficking in Europe may seem low, they account for 14% of all calls related to commercial exploitation. This number reflects the disturbing trend of sexual trafficking that appears to be on the rise in Europe. In the Asia-Pacific region, 25% of calls were about child prostitution/sexual exploitation, and 21% were about domestic child labour.

Table 6.2 – Commercial Exploitation

| Reasons Children Call | Region | | | | | % |
|--|-------------|-------------|--------------|-------------|--------------|------------|
| | Africa | Americas | Asia-Pacific | Europe | Total | |
| No | 2 | 14 | 10 | 27 | 53 | |
| Commercial Exploitation | | | | | | |
| Unspecified and other | 4228 | 2659 | 10 | 1662 | 8559 | 51.12 |
| Children in armed conflict | 0 | 0 | 598 | 0 | 598 | 3.57 |
| Children used for criminal activity | 0 | 391 | 227 | 0 | 618 | 3.69 |
| Children used for begging | 0 | 123 | 293 | 2250 | 2666 | 15.93 |
| Kidnapping | 0 | 0 | 292 | 0 | 292 | 1.75 |
| Other child labour | 0 | 12 | 96 | 10 | 118 | 0.70 |
| Child Trafficking | 0 | 1 | 180 | 0 | 181 | 1.08 |
| Child Prostitution/Sexual Exploitation | 0 | 143 | 1080 | 676 | 1899 | 11.34 |
| Domestic child labour | 11 | 217 | 878 | 33 | 1139 | 6.80 |
| Bonded child labour | 0 | 0 | 612 | 62 | 674 | 4.02 |
| Total | 4239 | 3546 | 4266 | 4693 | 16744 | 100 |

Case Studies related to Commercial Exploitation

United States

Nineline received a call from a 17-year-old female whose relatives paid for her crossing from Mexico into to the United States. The trafficker who took her across the border held her captive, raped her and forced her to work at his home. He also extorted money from her family by threatening to harm her if they didn't comply. She escaped after several months of captivity. The helpline contacted a counseling service dedicated to human trafficking victims. A pick-up was arranged, and the woman was taken to a safe house. She eventually qualified for protection under the Trafficking Victims Protection Act, which is a U.S. Law that offers legal status to victims of human trafficking.

India

Manju ran away from her employer's house towards the coast. A local resident found her on the streets, and offered Manju shelter. After 3 months, Manju contacted the local vicar for support. The vicar contacted CHILDLINE office seeking shelter for Manju. CHILDLINE contacted a local charity group and arranged for her stay at a temporary shelter. Simultaneously, CHILDLINE informed the local police station about the girl. CHILDLINE learned from Manju that her father and mother were dead, but her sister and grandmother were alive. After her parents' death, her brother-in-law told her she had to work, and was scared of his reaction. Manju said she was willing to live with her grandfather. Her sister, grandmother and other relatives came to CHILDLINE office the next day. Since she was in police custody, she needed to make a court appearance before she could leave. With CHILDLINE'S advocacy skills, she was released with the assurance that she wouldn't be sent to work as a domestic worker.

Discrimination

Discrimination is a corrosive type of abuse which can cause long-term psychological and, occasionally, physical manifestations. Table 6.3 shows the breakdown of children's calls on discrimination per region. On a global level, (60%) of all calls were related to immigration; with Europe accounting for 78% of those calls, and the Americas and the Asia-Pacific region accounting for 18%. Seventy-eight percent (78%) of discrimination-related calls related were unspecified in the Americas. The Asia-Pacific region had the most variation, with calls on access to education (28%) being the highest. Children also called helplines in the region about employment-related discrimination (18%); mental and physical health (14%) and racism (14%) related calls.

Table 6.3 Discrimination

| Reasons Children Call | Region | | | | | |
|----------------------------|------------|------------|--------------|-------------|-------------|------------|
| | Africa | Americas | Asia-Pacific | Europe | Total | |
| No | 1 | 14 | 7 | 27 | 49 | % |
| Discrimination | | | | | | |
| Unspecified and other | 845 | 628 | 30 | 754 | 2257 | 30.55 |
| Mental and physical health | 0 | 0 | 53 | 0 | 53 | 0.72 |
| Access to education | 0 | 0 | 103 | 0 | 103 | 1.39 |
| Employment related | 0 | 0 | 66 | 0 | 66 | 0.89 |
| Immigration related | 0 | 143 | 65 | 4198 | 4406 | 59.63 |
| Racism related | 0 | 39 | 50 | 414 | 503 | 6.82 |
| Total | 845 | 810 | 367 | 5366 | 7388 | 100 |

Case Studies related to discrimination***New Zealand***

A 10-year-old Maori boy calls about his outbursts with the other kids at school. Though he likes his teachers, his classmates insult his Maori background and laugh at him for being overweight. He tells the counselor that he feels great pride in his culture and of being Maori. With the help of the helpline over a period of time, he tells the counselor that his family love and support him, and that he will try to control his outbursts.

South Africa

Sipho had run away from home to the streets of Durban, believing that he would make a lot of money in the city. Conditions at home were very poor and there was not enough money for him to attend school or to eat. The children often took turns eating so that each could have something to eat every other day. Sipho got sick on the streets and was admitted to the local hospital with appendicitis. After surgery he was discharged back onto the street with an infected wound. A passerby telephoned Childline for help.

Childline arranged for Sipho's readmission to hospital and, after recovery, to a street children's Shelter. Once there, the child care worker managed to trace Sipho's family and refer his mother to the local Home Affairs office to apply for a child support grant - Sipho was too old to qualify for the grant. Sipho's mother informed the shelter that she could not take Sipho back as she could not support or feed him. Sipho moved on to a "phase two" shelter where he was given the opportunity to go back to school as well as keep in touch with his family.

Homelessness/Runaways/Basic Needs

Living on the streets can lead to many types of abuse and violence. Table 6.4 displays children's calls on Homelessness/Runaways Basic needs. On a global level, 32% of all calls were unspecified. This is particularly the case in Africa where none of the calls were subcategorised and the Americas, where 49% of calls were not sub-divided. Of the calls subcategorised, the main reason children called was seeking shelter (29%). The second category was missing children, which accounted for 16% of all calls. The categories in the Asia-Pacific region were for missing children (34%), seeking shelter (26%) and repatriation (16%). In the Americas, 43% of the calls were on seeking shelter. In Europe, 26% of calls were about abandoned children, and 23% were from children calling for food.

Table 6.4 Homelessness/Runaways/Basic Needs

| Reasons Children Call | Region (Total Number) | | | | | |
|--|-----------------------|--------------|--------------|-------------|--------------|------------|
| | Africa | Americas | Asia-Pacific | Europe | Total | |
| No | 2 | 14 | 11 | 27 | 50 | % |
| Homelessness/Runaways/Basic Needs | | | | | | |
| Unspecified and other | 4228 | 13445 | 2322 | 1981 | 21976 | 31.60 |
| Resources and financial aid | 0 | 1015 | 2845 | 262 | 4122 | 5.93 |
| Orphaned | 0 | 0 | 145 | 2 | 147 | 0.21 |
| Abandoned | 0 | 424 | 1158 | 1595 | 3177 | 4.57 |
| Death of child on street | 0 | 0 | 230 | 0 | 230 | 0.33 |
| Employment opportunities | 0 | 520 | 693 | 0 | 1213 | 1.74 |
| Repatriation | 0 | 0 | 5064 | 0 | 5064 | 7.28 |
| Children calling for food | 0 | 94 | 190 | 1422 | 1706 | 2.45 |
| Missing children | 0 | 72 | 10840 | 491 | 11403 | 16.40 |
| Seeking shelter | 0 | 11622 | 8423 | 462 | 20507 | 29.49 |
| Total | 4228 | 27192 | 31910 | 6215 | 69545 | 100 |

Case Studies related to Homelessness

Nepal

Helpline rescued a 13-year-old runaway boy from the streets in May 2004. His father had died in 2000. Later that year, his mother was arrested for the murder of her newborn baby. The infant child had been the fruit of an illegal relationship with another man. After his mother received a jail sentence, he and his three siblings began living with his maternal uncles, with whom he got along with very well for a while. In fact, the Centre first met the boy and his siblings in 2001, when a concerned uncle took the children to the Centre. The boy understandably missed his parents. He was withdrawn and seemed to be particularly affected by his mother's imprisonment. At that time, he was thin but healthy, and was given a clean set of clothing. Unable to deal with his parents' absence, the boy ran away from home and began living on the streets. He has since been participating in the socialisation program, and has begun talking about his feelings.

United Kingdom

Lisa, 15, ran away from her Children's Home five weeks before. She had been staying on the streets, and had been using drugs. She was scared because a gang-member was looking for her, but did not want to go to an institution. She was very upset and wanted to speak to her Children's Home. Runaway Helpline arranged a three-way call. The Children's Home had reported her disappearance the previous month, and posters had been put up all over the city. The Runaway Helpline and the worker stayed on the line with Lisa until the police picked her up. She then reunited with her mother.

Conclusion

As evidenced by the data and case studies, children throughout the world face abuse and violence on a daily basis. The effect on their lives is unimaginable; the effect on society is unquantifiable. Children and young people need to have access to and information about available systems, including helplines, which can guide them to safety and a better life. Governments and key stakeholders should work towards providing adequate financial resources as a key strategy in addressing the needs of children living amidst abuse and violence.

ALBANIA



| | |
|---|---|
| Name of the helpline | Child Helpline - MCMCM |
| Address | P.O.BOX 2387 Tirana |
| Email address | chabuse@albaniaonline.net, childa@albmail.com |
| General phone number | +355 4 267038 |
| Fax number | +355 4 230 820 |
| Website address | www.mcmcm.org |
| Year of establishment | 1999 |
| Telephone number of the helpline | 230820 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | National |

Opening hours

| | Opening time | Closing time |
|------------------|--------------|--------------|
| Monday | 14:00 | 18:00 |
| Tuesday | 14:00 | 18:00 |
| Wednesday | 14:00 | 18:00 |
| Thursday | 14:00 | 18:00 |
| Friday | 14:00 | 18:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Funding information

| | National | | International | | Total | |
|--|--------------|------------|---------------|------------|--------------|------------|
| | Euros | % | Euros | % | Euros | % |
| Self | 403 | 1.07 | - | | 403 | 1.04 |
| Government | 4831 | 12.73 | - | | 4831 | 12.58 |
| Donor organisations | 1288 | 3.39 | 499 | 100 | 1787 | 4.65 |
| Bi-and multilateral organisations | 31399 | 82.81 | - | | 31399 | 81.73 |
| Total | 37921 | 100 | 499 | 100 | 38420 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 2 | 16.67 | 3 | 11.11 | 5 | 12.82 |
| Part-time | 5 | 41.67 | 14 | 51.86 | 19 | 48.72 |
| Volunteers unpaid | 5 | 41.67 | 10 | 37.03 | 15 | 38.46 |
| Total | 12 | 100 | 27 | 100 | 39 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------------------------|------------|------------|------------------------------|------------|------------|
| Telephone-based | Telephone | 198 | 59 | 9 | 266 | 86.36 |
| In-person | Walk-in/in person counseling | 42 | - | - | 42 | 13.64 |
| Total | | 240 | 59 | 9 | 308 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : 713 |
| Calls answered | : 354 |
| Calls Responded to | : 266 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------|------------|------------------------------|------------|------------|
| Telephone based | 524 | 207 | 37 | 768 | 91.00 |
| Other | 69 | 7 | - | 76 | 9.00 |
| Total | 593 | 214 | 37 | 844 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Young persons (19-25) | 5 | 10 | 15 | 41.67 |
| Adults (26 and over) | 7 | 14 | 21 | 58.33 |
| Total | 12 | 24 | 36 | 100 |

Profile of the contact

| | | Telephone-based | % | In-person | % | Total | % |
|-------------------|------------------|-----------------|------------|-----------|------------|-------------|------------|
| Child (no) | School Children | 198 | 74.43 | 33 | 78.57 | 231 | 75.00 |
| Adult (no) | Caregivers | 4 | 1.50 | 1 | 2.38 | 5 | 1.62 |
| | Concerned Adults | 7 | 2.63 | - | - | 7 | 2.28 |
| | Parents | 48 | 18.05 | 8 | 19.05 | 56 | 18.18 |
| | Adult unknown | 9 | 3.39 | - | - | 9 | 2.92 |
| Total | | 266 | 100 | 47 | 100 | 1192 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|------------------------|--------------|------------|------------|---------------------------------|------------|------------|
| Telephone-based | 7 - 9 | 11 | - | - | 11 | 4.14 |
| | 10 -12 | 27 | - | - | 27 | 10.15 |
| | 13 - 15 | 75 | - | - | 75 | 28.20 |
| | 16 - 17 | 85 | - | - | 85 | 31.95 |
| | 18+ | - | 59 | - | 59 | 22.18 |
| | Unknown | - | - | 9 | 9 | 3.38 |
| | Total | 198 | 59 | 9 | 266 | 100 |
| In-person | 10 -12 | 18 | - | - | 18 | 42.86 |
| | 13 - 15 | 15 | - | - | 15 | 35.71 |
| | 16 - 17 | 9 | - | - | 9 | 21.43 |
| | Total | 32 | - | - | 32 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|------------------------|--------------|------------|------------|---------------------------------|------------|------------|
| Telephone-based | Male | 69 | 19 | 6 | 94 | 35.34 |
| | Female | 129 | 40 | 3 | 172 | 64.66 |
| | Total | 198 | 59 | 9 | 266 | 100 |
| In-person | Male | 19 | - | - | 19 | 45.24 |
| | Female | 23 | - | - | 23 | 54.76 |
| | Total | 42 | - | - | 42 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|------------|------------|
| Telephone-based | Abuse and Violence | 134 | 50.75 |
| | HIV/AIDS infected/affected children | 2 | 0.75 |
| | Peer Relationships | 9 | 3.42 |
| | School Related | 44 | 16.67 |
| | Legal Matters | 18 | 6.82 |
| | Sexuality | 2 | 0.75 |
| | Family Relationships | 22 | 8.34 |
| | Psycho-social, mental health | 6 | 2.27 |
| | Information requested | 27 | 10.23 |
| | Total | 264 | 100 |
| In-person | Abuse and Violence | 27 | 64.28 |
| | Peer relationships | 2 | 4.77 |
| | School related | 4 | 9.53 |
| | Family Relationships | 3 | 7.14 |
| | Psycho-social, mental health | 6 | 14.28 |
| | Total | 42 | 100 |

ANTIGUA AND BARBUDA



| | |
|--|-------------------------------------|
| Name of the helpline | Friends Hotline Antigua and Barbuda |
| Address | P.O. Box 23 St. John`s |
| Email address | friendshotline@gmail.com |
| General phone number | + 1 268 462 0151 |
| Fax number | + 1 268 462 2090 |
| Website address | n.a. |
| Year of establishment | 2003 |
| Telephone number of the helpline | 800 4357 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Number of children in accessibility area | 26857 |

Opening hours

| | Opening time | Closing time |
|------------------|--------------|--------------|
| Monday | 15:00 | 21:00 |
| Tuesday | 15:00 | 21:00 |
| Wednesday | 15:00 | 21:00 |
| Thursday | 15:00 | 21:00 |
| Friday | 15:00 | 21:00 |
| Saturday | 12:00 | 18:00 |
| Sunday | Closed | Closed |

Funding information

| | National | | Total | |
|---------------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Individuals | 833 | 4.88 | 833 | 4.88 |
| Self | 412 | 2.41 | 412 | 2.41 |
| Corporate | 604 | 3.53 | 604 | 3.53 |
| Donor organisation | 15,239 | 89.18 | 15,239 | 89.18 |
| Total | 17,088 | 100 | 17,088 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Unknown (no) | | Total | % |
|-------------------|-----------|------------|-------------|------------|--------------|-------|-----------|------------|
| Full-time | 1 | 12.50 | - | | 1 | 7.69 | 2 | 7.69 |
| Volunteers paid | 1 | 12.50 | 2 | 40 | 3 | 23.08 | 6 | 23.08 |
| Volunteers unpaid | 6 | 75.00 | 3 | 60 | 9 | 69.23 | 18 | 69.23 |
| Total | 8 | 100 | 5 | 100 | 13 | | 26 | 100 |

Continuum of Contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|------------|------------|------------------------------|------------|------------|
| Telephone-based | Telephone | 211 | 50 | 37 | 298 | 100 |
| Total | | 211 | 50 | 37 | 298 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 298 |
| Calls Responded to | : 298 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------|------------|------------------------------|------------|------------|
| Telephone based | 309 | 86 | 62 | 457 | 100 |
| Total | 309 | 86 | 62 | 457 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|------------------|-----------------|------------|------------|------------|
| Child (no) | School Children | 209 | 80.38 | 209 | 80.39 |
| Adult (no) | Concerned Adults | 50 | 19.23 | 50 | 19.23 |
| | Parents | 1 | .38 | 1 | .38 |
| Total | | 260 | 100 | 260 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|------------|------------------------------|------------|------------|
| Telephone-based | 0 - 6 | 1 | - | - | 1 | 0.34 |
| | 7 - 9 | 12 | - | - | 12 | 4.03 |
| | 10 -12 | 42 | - | - | 42 | 14.09 |
| | 13 - 15 | 74 | - | - | 74 | 24.83 |
| | 16 - 17 | 34 | - | - | 34 | 11.41 |
| | 18+ | - | - | 46 | 46 | 15.44 |
| | Unknown | 41 | 48 | - | 89 | 29.86 |
| | Total | 204 | 48 | 46 | 298 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|------------|------------------------------|------------|------------|
| Telephone-based | Male | 54 | 4 | 3 | 61 | 20.47 |
| | Female | 148 | 41 | 3 | 192 | 64.43 |
| | Unknown | 10 | 1 | 34 | 45 | 15.10 |
| | Total | 212 | 46 | 40 | 298 | 100 |

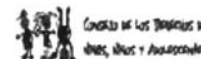
Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|-----------------|------------|-------------|
| Telephone-based | Family | 233 | 78.19 |
| | Extended Family | 7 | 2.35 |
| | Other | 1 | 0.34 |
| | Unknown | 57 | 19.12 |
| | Total | 298 | 100% |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|------------|------------|
| Telephone-based | Abuse and Violence | 32 | 10.70 |
| | Homelessness/Runaways/Basic needs | 1 | 0.34 |
| | HIV/AIDS infected/affected children | 5 | 1.67 |
| | Peer Relationships | 107 | 35.78 |
| | School Related | 25 | 8.36 |
| | Legal Matters | 1 | 0.34 |
| | Child substance use and abuse | 5 | 1.67 |
| | Sexuality | 27 | 9.03 |
| | Family Relationships | 52 | 17.39 |
| | Psycho-social, mental health | 12 | 4.02 |
| | Physical health | 2 | 0.67 |
| | Information requested | 30 | 10.03 |
| | Total | 299 | 100 |

ARGENTINA



| | |
|--|--|
| Name of the helpline | Linea 102 |
| Address | Roque Saenz Peña 547 6th Piso Buenos Aires |
| Email address | consejo@infanciayderechos.gov.ar |
| General phone number | +54 11 4342 1416 / 4331 3232 |
| Fax number | +54 11 4342 1416 |
| Website address | www.infanciayderechos.gov.ar |
| Year of establishment | 2001 |
| Telephone number of the helpline | 102 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | n.a. |
| Accessibility | Local |
| Number of children in accessibility area | 775000 |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|-------------------|--------------|------------|--------------|------------|
| | Euros | % | Euros | % |
| Government | 66743 | 100 | 66743 | 100 |
| Total | 66743 | 100 | 66743 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------------------|-----------|------------|-------------|------------|-----------|------------|
| Part-time | 4 | 80.00 | 8 | 61.54 | 12 | 66.67 |
| Volunteers unpaid | 1 | 20.00 | 5 | 38.46 | 6 | 33.33 |
| Total | 5 | 100 | 13 | 100 | 18 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|-------------|------------|
| Telephone-based | Telephone | 6994 | 6994 | 100 |
| Total | | 6994 | 6994 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 6994 |
| Calls Responded to | : 6994 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 10579 | 100 |
| Total | 10579 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Young persons (19-25) | 2 | 7 | 9 | 50.00 |
| Adults (26 and over) | 3 | 6 | 9 | 50.00 |
| Total | 5 | 13 | 18 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|-------------|------------|
| Telephone-based | 0 - 6 | 2659 | 2659 | 38.02 |
| | 7 - 9 | 1125 | 1125 | 16.09 |
| | 10 -12 | 1380 | 1380 | 19.73 |
| | 13 - 15 | 1038 | 1038 | 14.84 |
| | 16 - 17 | 771 | 771 | 11.02 |
| | 18+ | 21 | 21 | 0.30 |
| | Total | 6994 | 6994 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|-------------|------------|
| Telephone-based | Male | 4294 | 4294 | 61.40 |
| | Female | 2700 | 2700 | 38.60 |
| | Total | 6994 | 6994 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 1706 | 24.39 |
| | Commercial Exploitation | 667 | 9.54 |
| | Homelessness/Runaways/Basic needs | 2305 | 32.96 |
| | School Related | 181 | 2.58 |
| | Legal Matters | 232 | 3.32 |
| | Child substance use and abuse | 375 | 5.36 |
| | Sexuality | 168 | 2.40 |
| | Family Relationships | 839 | 12.00 |
| | Physical Health | 238 | 3.40 |
| | List Emerging Trends | 283 | 4.05 |
| | Total | 6994 | 100 |

ARUBA



| | |
|--|-------------------------------------|
| Name of the helpline | Fundacion Telefon pa Hubentud Aruba |
| Address | P.O. Box 5372 Oranjestad |
| Email address | telhubentud@setarnet.aw |
| General phone number | +297 588 6138 / +297 588 4011 |
| Fax number | +297 588 6697 |
| Website address | www.telhubentud.aw |
| Year of establishment | 1999 |
| Telephone number of the helpline | 131 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | For the child and for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 25361 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 14:00 | 18:00 |
| Tuesday | 14:00 | 18:00 |
| Wednesday | 14:00 | 18:00 |
| Thursday | 14:00 | 18:00 |
| Friday | 14:00 | 18:00 |
| Saturday | 14:00 | 18:00 |
| Sunday | 14:00 | 18:00 |

Funding information

| | National | | Total | |
|--------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Government | 54557 | 61.54 | 54557 | 61.54 |
| Corporate | 27278 | 30.77 | 27278 | 30.77 |
| Donor Organisation | 6820 | 7.69 | 6820 | 7.69 |
| Total | 88,655 | 100 | 88,655 | 100 |

Staff structure

| | Female (no) | % | Total | % |
|-----------------|-------------|------------|-----------|------------|
| Full-time | 2 | 4.88 | 2 | 4.88 |
| Volunteers paid | 39 | 95.12 | 39 | 95.12 |
| Total | 41 | 100 | 41 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|-------------|------------|------------------------------|-------------|------------|
| Telephone-based | Telephone | 2971 | 101 | 1627 | 4699 | 100 |
| Total | | 2971 | 101 | 1627 | 4699 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 4699 |
| Calls Responded to | : 3529 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|------------------------------|--------------|------------|
| Telephone based | 23706 | 446 | 548 | 30000 | 100 |
| Total | 23706 | 446 | 548 | 30000 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Young persons (19-25) | 1 | 3 | 4 | 11.76 |
| Adults (26 and over) | 7 | 23 | 30 | 88.24 |
| Total | 8 | 26 | 34 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 2971 | 84.19 | 2971 | 84.19 |
| | Adult (no) | 352 | 9.97 | 352 | 9.97 |
| | Concerned Adults | 105 | 2.98 | 105 | 2.98 |
| | Parents | 101 | 2.86 | 101 | 2.86 |
| Total | | 3529 | 100 | 3529 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------|------------------------------|-------------|------------|
| Telephone-based | 0 - 6 | 257 | - | - | 257 | 7.28 |
| | 7 - 9 | 670 | - | - | 670 | 18.98 |
| | 10 -12 | 676 | - | - | 676 | 19.16 |
| | 13 - 15 | 611 | - | - | 611 | 17.31 |
| | 16 - 17 | 705 | - | - | 705 | 19.98 |
| | Unknown | 52 | 101 | 457 | 610 | 17.29 |
| | Total | 2971 | 101 | 457 | 3529 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------|------------------------------|-------------|------------|
| Telephone-based | Male | 1098 | - | - | 1098 | 31.11 |
| | Female | 1873 | - | - | 1873 | 53.08 |
| | Unknown | - | 101 | 457 | 558 | 15.81 |
| | Total | 2971 | 101 | 457 | 3529 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|--------------|-------------|------------|
| Telephone-based | Family | 3529 | 100 |
| | Total | 3529 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|---------------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 194 | 7.21 |
| | Homelessness/Runaways/Basic needs | 29 | 1.07 |
| | HIV/AIDS infected / affected children | 6 | 0.22 |
| | Peer Relationships | 405 | 15.06 |
| | School Related | 118 | 4.39 |
| | Child substance use and abuse | 26 | 0.97 |
| | Sexuality | 145 | 5.39 |
| | Family Relationships | 274 | 10.18 |
| | Psycho-social, mental health | 896 | 33.31 |
| | Physical health | 33 | 1.23 |
| | Information requested | 552 | 20.52 |
| | Discrimination | 12 | 0.45 |
| | Total | 2690 | 100 |

AUSTRALIA



| | |
|--|---|
| Name of the helpline | Kids Help Line |
| Address | PO Box 2000, Milton 4064 Queensland |
| Email address | admin@kidshelp.com.au |
| General phone number | +617-3369-1588 |
| Fax number | +617-3367-1266 |
| Website address | www.kidshelp.com.au |
| Year of establishment | 1991 |
| Telephone number of the helpline | 1800551800 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Number of children in accessibility area | 5482454 |
| Openig hours | 24 hours, daily |

Funding information

| | National | | Total | |
|----------------------------|----------------|------------|----------------|------------|
| | Euros | % | Euros | % |
| Self | 2191129 | 68.66 | 2191129 | 68.66 |
| Government | 842327 | 26.40 | 842327 | 26.40 |
| Corporate | 148220 | 4.65 | 148220 | 4.65 |
| Donor organisations | 9201 | 0.29 | 9201 | 0.29 |
| Total | 3190877 | 100 | 3190877 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|------------------|-----------|------------|-------------|------------|------------|------------|
| Full-time | 5 | 15.15 | 29 | 31.18 | 34 | 26.98 |
| Part-time | 28 | 84.85 | 64 | 68.82 | 92 | 73.02 |
| Total | 33 | 100 | 93 | 100 | 126 | 100 |

Continuum of contacts

| | | Child (no) | Total | % |
|------------------------|-----------|---------------|---------------|------------|
| Telephone-based | Telephone | 426264 | 426264 | 95.51 |
| Web-based | Email | 11568 | 11568 | 2.59 |
| | Chat | 8454 | 8454 | 1.90 |
| Total | | 446286 | 446286 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|---------------------------------|
| Attempted Calls : | 907569 |
| Calls answered : | 426264 |
| Calls Responded to : | 426264 |

Web-based contacts

| No. of hits to the website | Number |
|----------------------------|--------|
| : | 21578 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|------------------------|---------------------------------|------------|
| Telephone based | 4969430 | 98.90 |
| Web based | 55409 | 1.10 |
| Total | 5024839 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|------------|------------|
| Young persons (19-25) | 4 | 7 | 11 | 8.73 |
| Adults (26 and over) | 29 | 86 | 115 | 91.27 |
| Total | 33 | 93 | 126 | 100 |

Age of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|---------------|---------------|------------|
| Telephone-based | 0 - 6 | 840 | 840 | 0.20 |
| | 7 - 9 | 4228 | 4228 | 0.99 |
| | 10 -12 | 23233 | 23233 | 5.45 |
| | 13 - 15 | 62449 | 62449 | 14.65 |
| | 16 - 17 | 27316 | 27316 | 6.41 |
| | 18+ | 5381 | 5381 | 1.26 |
| | Unknown | 302817 | 302817 | 71.04 |
| | Total | 426264 | 426264 | 100 |
| In-person | 0 - 6 | 30 | 30 | 0.14 |
| | 7 - 9 | 46 | 46 | 0.22 |
| | 10 -12 | 957 | 957 | 4.47 |
| | 13 - 15 | 7673 | 7673 | 35.87 |
| | 16 - 17 | 6396 | 6396 | 29.90 |
| | 18+ | 1473 | 1473 | 6.88 |
| | Unknown | 4819 | 4819 | 22.52 |
| | Total | 21394 | 21394 | 100 |

Gender of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|---------------|---------------|------------|
| Telephone-based | Male | 78435 | 78435 | 20.04 |
| | Female | 117262 | 117262 | 29.96 |
| | Unknown | 195697 | 195697 | 50.00 |
| | Total | 391394 | 391394 | 100 |
| Web-based | Male | 1814 | 1814 | 8.48 |
| | Female | 15888 | 15888 | 74.26 |
| | Unknown | 3692 | 3692 | 17.26 |
| | Total | 21394 | 21394 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|------------------------|---------------------|---------------|-------------|
| Telephone-based | Family | 22573 | 5.30 |
| | Extended Family | 1200 | 0.28 |
| | Living Alone | 522 | 0.13 |
| | Living with friends | 1177 | 0.28 |
| | Street | 334 | 0.08 |
| | Shelter | 744 | 0.17 |
| | Other | 1714 | 0.40 |
| | Unknown | 398000 | 93.36 |
| | Total | 426264 | 100% |
| Web-based | Family | 6163 | 28.80 |
| | Extended Family | 190 | 0.89 |
| | Living Alone | 52 | 0.24 |
| | Living with friends | 93 | 0.44 |
| | Street | 4 | 0.02 |
| | Shelter | 54 | 0.26 |
| | Other | 251 | 1.17 |
| | Unknown | 14587 | 68.18 |
| | Total | 21394 | 100 |

Reasons for contact

| | | Number | | % |
|---------------------------------------|---------------------------------------|--------------------|------|------------|
| Telephone-based | Abuse and Violence | 9207 | | 15.53 |
| | Homelessness/Runaway's/Basic needs | 2355 | | 3.97 |
| | HIV/AIDS infected / affected children | 14 | | 0.02 |
| | Peer Relationships | 15017 | | 25.33 |
| | School Related | 1907 | | 3.22 |
| | Legal Matters | 659 | | 1.11 |
| | Child substance use and abuse | 1666 | | 2.81 |
| | Sexuality | 5676 | | 9.57 |
| | Family Relationships | 11132 | | 18.77 |
| | Psycho-social, mental health | 5483 | | 9.25 |
| | Physical health | 1156 | | 1.95 |
| | Information requested | 5024 | | 8.47 |
| | Total | 59296 | | 100 |
| | In-person | Abuse and Violence | 1489 | |
| Homelessness/Runaway's/Basic needs | | 131 | | 1.02 |
| HIV/AIDS infected / affected children | | 5 | | 0.04 |
| Peer Relationships | | 2982 | | 23.20 |
| School Related | | 361 | | 2.81 |
| Legal Matters | | 36 | | 0.28 |
| Child substance use and abuse | | 113 | | 0.88 |
| Sexuality | | 721 | | 5.61 |
| Family Relationships | | 2095 | | 16.29 |
| Psycho-social, mental health | | 4084 | | 31.77 |
| Physical health | | 207 | | 1.62 |
| Information requested | | 631 | | 4.90 |
| Total | | 12855 | | 100 |

BELARUS

| | |
|--|---|
| Name of the helpline | Smorgon information centre on children rights education |
| Address | Kutuzova Street 19-203 231000 Smorgon |
| Email address | ikar57@tut.by |
| General phone number | +375 0159233129 |
| Fax number | +375 0159233890 |
| Website address | under construction |
| Year of establishment | 2000 |
| Telephone number of the helpline | 0159233129 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | Local |
| Number of children in accessibility area | 10000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 9:00 | 18:00 |
| Tuesday | 9:00 | 18:00 |
| Wednesday | 9:00 | 18:00 |
| Thursday | 9:00 | 18:00 |
| Friday | 9:00 | 18:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Funding information

| | National | | Total | |
|--------------|------------|------------|------------|------------|
| | Euros | % | Euros | % |
| Government | 437 | 100 | 437 | 100 |
| Total | 437 | 100 | 437 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|----------|------------|
| Full-time | 1 | 33.33 | - | | 1 | 12.50 |
| Part-time | - | | 2 | 40.00 | 2 | 25.00 |
| Volunteers unpaid | 2 | 66.67 | 3 | 60.00 | 5 | 62.50 |
| Total | 3 | 100 | 5 | 100 | 8 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|-------------|------------|------------------------------|-------------|------------|
| Telephone-based | Telephone | 1440 | 525 | 312 | 2277 | 100 |
| Total | | 1440 | 525 | 312 | 2277 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : 2674 |
| Calls answered | : 2277 |
| Calls Responded to | : 1998 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|-----------|------------|
| Children (under 18) | 5 | 7 | 12 | 80 |
| Adults (26 and over) | 1 | 2 | 3 | 20 |
| Total | 6 | 9 | 15 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|-------------------|------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 1440 | 73.28 | 1440 | 73.28 |
| Adult (no) | Caregivers | 39 | 1.99 | 39 | 1.99 |
| | Concerned Adults | 55 | 2.80 | 55 | 2.80 |
| | Parents | 431 | 21.93 | 431 | 21.93 |
| Total | | 1965 | 100 | 1965 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------|------------------------------|-------------|------------|
| Telephone-based | 10 -12 | 833 | - | 25 | 858 | 38.44 |
| | 13 - 15 | 415 | - | 52 | 467 | 20.92 |
| | 16 - 17 | 192 | - | 83 | 275 | 12.32 |
| | 18+ | 21 | 256 | 32 | 309 | 13.85 |
| | Unknown | 13 | 289 | 21 | 323 | 14.47 |
| | Total | 1474 | 545 | 213 | 2232 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------|------------------------------|-------------|------------|
| Telephone-based | Male | 750 | 315 | 177 | 1242 | 55.65 |
| | Female | 695 | 210 | 18 | 923 | 41.35 |
| | Unknown | 29 | 20 | 18 | 67 | 3.00 |
| | Total | 1474 | 545 | 213 | 2232 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|--------------|-------------|------------|
| Telephone-based | Family | 1811 | 81.14 |
| | Unknown | 421 | 18.86 |
| | Total | 2232 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 1493 | 28.39 |
| | Peer Relationships | 1176 | 22.36 |
| | School Related | 554 | 10.53 |
| | Legal Matters | 138 | 2.62 |
| | Family Relationships | 180 | 3.42 |
| | Information requested | 1719 | 32.68 |
| | Total | 5260 | 100 |

CANADA

KIDS HELP PHONE

1 800 668 6868

www.kidshelpphone.ca

| | |
|---|---|
| Name of the helpline | Kids Help Phone |
| Address | 439 University Avenue Suite 300 M5G 1Y8 Toronto - Ontario |
| Email address | n.a. |
| General phone number | +1 416 5865 437 |
| Fax number | +1 416 586 0651 |
| Website address | www.kidshelpphone.ca |
| Year of establishment | 1989 |
| Telephone number of the helpline | 1 800 668 6868 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Continuum of Contacts

| | | Child (no) | Adult (no) | Total | % |
|------------------------|--------------------------|---------------|--------------|---------------|------------|
| Telephone-based | Telephone | 175490 | 25364 | 200854 | 26.77 |
| Web-based | Email | 13356 | - | 13356 | 1.78 |
| | Library (website visits) | 536094 | - | 536094 | 71.45 |
| Total | | 724940 | 25364 | 750304 | 100 |

Telephone contacts per helpline

| | | Unknown (no) Child & Adult / |
|---------------------------|---|---------------------------------|
| Attempted Calls | : | 314760 |
| Calls answered | : | 200854 |
| Calls Responded to | : | 158532 |

Web-based contacts

| | | Number |
|-----------------------------------|---|--------|
| No. of hits to the website | : | 536094 |
| No. of hits to the library | : | 74740 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|------------------------|----------------|---------------|----------------|------------|
| Telephone based | 1055830 | 89951 | 1145781 | 37.18 |
| Web-based | 1541681 | 394012 | 1935693 | 62.82 |
| Total | 2597511 | 483963 | 3081474 | 100 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Total | % |
|--------------|----------------------------|-----------------|------------|--------------|------------|--------------|------------|
| Child (no) | School Children | 57755 | 71.31 | 13356 | 100.00 | 71111 | 75.37 |
| | Street Children / Runaways | 1450 | 1.79 | - | - | 1450 | 1.54 |
| Adult (no) | Caregivers | 656 | 0.81 | - | - | 656 | 0.70 |
| | Concerned Adults | 1121 | 1.38 | - | - | 1121 | 1.18 |
| | Parents | 20015 | 24.71 | - | - | 20015 | 21.21 |
| Total | | 80997 | 100 | 13356 | 100 | 94353 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|--------------|--------------|--------------|------------|
| Telephone-based | 0 - 6 | 48 | 5258 | 5306 | 6.55 |
| | 7 - 9 | 642 | 1916 | 2558 | 3.16 |
| | 10 -12 | 4428 | 2215 | 6643 | 8.20 |
| | 13 - 15 | 10141 | 4784 | 14925 | 18.43 |
| | 16 - 17 | 8746 | 3262 | 12008 | 14.83 |
| | 18+ | 9565 | 3712 | 13277 | 16.39 |
| | Unknown | 25635 | 645 | 26280 | 32.44 |
| | Total | 59205 | 21792 | 80997 | 100 |
| Web-based | 0 - 6 | 4 | - | 4 | 0.03 |
| | 7 - 9 | 30 | - | 30 | 0.23 |
| | 10 -12 | 541 | - | 541 | 4.05 |
| | 13 - 15 | 6151 | - | 6151 | 46.05 |
| | 16 - 17 | 3587 | - | 3587 | 26.86 |
| | 18+ | 3043 | - | 3043 | 22.78 |
| | Total | 13356 | - | 13356 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|--------------|--------------|--------------|------------|
| Telephone-based | Male | 15142 | 8406 | 23548 | 29.07 |
| | Female | 43928 | 9894 | 53822 | 66.45 |
| | Unknown | 135 | 3492 | 3627 | 4.48 |
| | Total | 59205 | 21792 | 80997 | 100 |
| Web-based | Male | 2210 | - | 2210 | 16.55 |
| | Female | 11146 | - | 11146 | 83.45 |
| | Total | 13356 | - | 13356 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|--------------|--------------|------------|
| Telephone-based | Unknown | 80997 | 100 |
| | Total | 80997 | 100 |
| Web-based | Unknown | 13356 | 100 |
| | Total | 13356 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|---------------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 8129 | 10.03 |
| | Commercial Exploitation | 24 | 0.03 |
| | Homelessness/Runaways/Basic needs | 3534 | 4.36 |
| | HIV/AIDS infected / affected children | 204 | 0.25 |
| | Peer Relationships | 13924 | 17.19 |
| | School Related | 2461 | 3.04 |
| | Legal Matters | 1954 | 2.41 |
| | Child substance use and abuse | 2615 | 3.23 |
| | Differently-abled children | 15 | 0.02 |
| | Sexuality | 8054 | 9.94 |
| | Family Relationships | 21959 | 27.11 |
| | Psycho-social, mental health | 11977 | 14.78 |
| | Physical health | 5521 | 6.81 |
| | Discrimination | 646 | 0.80 |
| | Total | 81017 | 100 |
| Web-based | Abuse and Violence | 967 | 7.24 |
| | Peer Relationships | 2741 | 20.52 |
| | School Related | 511 | 3.83 |
| | Sexuality | 485 | 3.63 |
| | Family Relationships | 1464 | 10.96 |
| | Psycho-social, mental health | 5112 | 38.28 |
| | Physical health | 2076 | 15.54 |
| | Total | 13356 | 100 |

CHILE



| | |
|--|--|
| Name of the helpline | Fonoinfancia |
| Address | Alonso de Ovalle 1180 Santiago |
| Email address | fonoinfancia@integra.cl |
| General phone number | +56 2 707 5123 |
| Fax number | +56 2 707 5200 |
| Website address | www.integra.cl/web_integra/ambientes/0/index.jsp |
| Year of establishment | 2001 |
| Telephone number of the helpline | 800 200 818 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Number of children in accessibility area | 5269000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 9:00 | 18:00 |
| Tuesday | 9:00 | 18:00 |
| Wednesday | 9:00 | 18:00 |
| Thursday | 9:00 | 18:00 |
| Friday | 9:00 | 18:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Funding information

| | National | | Total | |
|--------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Government | 101655 | 100 | 101655 | 100 |
| Total | 101655 | 100 | 101655 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|----------|------------|
| Full-time | 1 | 100 | 6 | 75 | 7 | 77.78 |
| Volunteers unpaid | - | | 2 | 25 | 2 | 22.22 |
| Total | 1 | 100 | 8 | 100 | 9 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|-------------|-------------|-------------|------------|
| Telephone-based | Telephone | 3943 | 4267 | 8210 | 100 |
| Total | | 3943 | 4267 | 8210 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 8210 |
| Calls Responded to | : 6981 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 26177 | 100.00 |
| Total | 26177 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|----------|------------|
| Adults (26 and over) | 1 | 4 | 5 | 100.00 |
| Total | 1 | 4 | 5 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|-----------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 3174 | 45.46 | 3174 | 45.46 |
| Adult (no) | Parents | 3807 | 54.54 | 3807 | 54.54 |
| Total | | 6981 | 100 | 6981 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|-------------|-------------|------------|
| Telephone-based | 0 - 6 | 64 | - | 64 | 0.92 |
| | 7 - 9 | 381 | - | 381 | 5.46 |
| | 10 -12 | 1143 | - | 1143 | 16.37 |
| | 13 - 15 | 476 | - | 476 | 6.82 |
| | 16 - 17 | 63 | - | 63 | 0.90 |
| | Unknown | 1047 | 3807 | 4854 | 69.53 |
| | Total | 3174 | 3807 | 6981 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|-------------|-------------|------------|
| Telephone-based | Male | 444 | 381 | 825 | 11.82 |
| | Female | 1873 | 3426 | 5299 | 75.90 |
| | Unknown | 857 | - | 857 | 12.28 |
| | Total | 3174 | 3807 | 6981 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 407 | 5.76 |
| | Commercial Exploitation | 11 | 0.16 |
| | Homelessness/Runaways/Basic needs | 2 | 0.03 |
| | Peer Relationships | 105 | 1.49 |
| | School Related | 298 | 4.22 |
| | Child substance use and abuse | 1 | 0.01 |
| | Sexuality | 112 | 1.59 |
| | Family Relationships | 1231 | 17.43 |
| | Psycho-social, mental health | 1326 | 18.77 |
| | Physical health | 34 | 0.48 |
| | Information requested | 2929 | 41.46 |
| | List Emerging Trends | 608 | 8.60 |
| | Total | 7064 | 100 |

CHINA, HONGKONG



| | |
|--|---|
| Name of the helpline | Hotline of Against Child Abuse |
| Address | 107-108G/F Wai Yuen House, Chuk Yuen (N) Estate Wong Tai Sin |
| Email address | aca@aca.org.hk |
| General phone number | 852-2755-1122 |
| Fax number | 852-275-28483 |
| Website address | www.aca.org.hk |
| Year of establishment | 1 |
| Telephone number of the helpline | 852-2755-1122 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | Local |
| Number of children in accessibility area | 1300000 |

Opening hours

| | Opening time | Closing time |
|------------------|--------------|--------------|
| Monday | 9:00 | 17:00 |
| Tuesday | 9:00 | 17:00 |
| Wednesday | 9:00 | 17:00 |
| Thursday | 9:00 | 17:00 |
| Friday | 9:00 | 17:00 |
| Saturday | 9:00 | 13:00 |
| Sunday | Closed | Closed |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------------------|-----------|------------|-------------|------------|------------|------------|
| Full-time | 3 | 5.00 | 16 | 8.89 | 19 | 7.92 |
| Volunteers paid | 50 | 83.33 | 150 | 83.33 | 200 | 83.33 |
| Volunteers unpaid | 7 | 11.67 | 14 | 7.78 | 21 | 8.75 |
| Total | 60 | 100 | 180 | 100 | 240 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|------------------------------|------------|------------|------------|------------|
| Telephone-based | Telephone | 35 | 645 | 680 | 85.21 |
| | Fax | - | 3 | 3 | 0.38 |
| Web-based | Email | - | 24 | 24 | 3.01 |
| In-person | Walk-in/in person counseling | 3 | 82 | 85 | 10.65 |
| Postal | Postal | - | 6 | 6 | 0.75 |
| Total | | 38 | 760 | 798 | 100 |

Telephone contacts per helpline

| | Unknown (no) Child & Adult / |
|----------------------|---------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 680 |
| Calls Responded to : | 680 |

Web-based contacts

| No. of hits to the website | Number |
|----------------------------|--------|
| : | 24 |

Who responds to contacts

| | Male (no) | % | Female (no) | % | Total | % |
|-----------------------|-----------|------------|-------------|------------|------------|------------|
| Young persons (19-25) | 47 | 67.00 | 24 | 19.00 | 71 | 36.00 |
| Adults (26 and over) | 23 | 33.00 | 103 | 81.00 | 126 | 64.00 |
| Total | 70 | 100 | 127 | 100 | 197 | 100 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Total | % |
|--------------|------------------|-----------------|------------|-----------|------------|-----------|------------|
| Child (no) | School Children | 35 | 100 | - | | 35 | 42.17 |
| Adult (no) | Caregivers | - | | 23 | 47.92 | 23 | 27.71 |
| | Concerned Adults | - | | 1 | 2.08 | 1 | 1.20 |
| | Parents | - | | 24 | 50.00 | 24 | 28.92 |
| Total | | 35 | 100 | 48 | 100 | 83 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|-------------|------------|
| Telephone-based | 0 - 6 | 134 | 134 | 23.10 |
| | 7 - 9 | 147 | 147 | 25.35 |
| | 10 - 12 | 133 | 133 | 22.93 |
| | 13 - 15 | 79 | 79 | 13.62 |
| | 16 - 17 | 29 | 29 | 5.00 |
| | 18+ | 11 | 11 | 1.90 |
| | Unknown | 47 | 47 | 8.10 |
| | Total | 5125 | 5125 | 100 |

Age of the concerned child (Contd.)

| | | Child & Adult / Unknown (no) | Total | % |
|-----------|--------------|---------------------------------|-----------|------------|
| Web-based | 0 - 6 | 3 | 3 | 21.43 |
| | 7 - 9 | 3 | 3 | 21.43 |
| | 10 -12 | 1 | 1 | 7.14 |
| | 18+ | 1 | 1 | 7.14 |
| | Unknown | 6 | 6 | 42.86 |
| | Total | 14 | 14 | 100 |
| In-person | 0 - 6 | 31 | 31 | 32.98 |
| | 7 - 9 | 27 | 27 | 28.72 |
| | 10 -12 | 22 | 22 | 23.41 |
| | 13 - 15 | 9 | 9 | 9.57 |
| | 16 - 17 | 2 | 2 | 2.13 |
| | 18+ | 2 | 2 | 2.13 |
| | Unknown | 1 | 1 | 1.06 |
| | Total | 94 | 94 | 100 |
| Postal | 0 - 6 | 4 | 4 | 44.45 |
| | 7 - 9 | 3 | 3 | 33.33 |
| | 13 - 15 | 1 | 1 | 11.11 |
| | Unknown | 1 | 1 | 11.11 |
| | Total | 9 | 9 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|------------|---------------------------------|------------|------------|
| Telephone-based | Male | - | - | 300 | 300 | 51.72 |
| | Female | - | - | 266 | 266 | 45.86 |
| | Unknown | - | - | 14 | 14 | 2.42 |
| | Total | - | - | 580 | 580 | 100 |
| Web-based | Male | 4 | 1 | - | 5 | 35.72 |
| | Female | - | - | 6 | 6 | 42.85 |
| | Unknown | - | - | 3 | 3 | 21.43 |
| | Total | 4 | 1 | 9 | 14 | 100 |
| In-person | Male | - | - | 53 | 53 | 56.38 |
| | Female | - | - | 41 | 41 | 43.62 |
| | Total | - | - | 94 | 94 | 100 |
| Postal | Male | - | - | 2 | 2 | 22.22 |
| | Female | - | - | 6 | 6 | 66.67 |
| | Unknown | - | - | 1 | 1 | 11.11 |
| | Total | - | - | 9 | 9 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|------------------------|---------------------|------------|------------|
| Telephone-based | Family | 407 | 70.17 |
| | Extended Family | 34 | 5.86 |
| | Living Alone | 1 | 0.17 |
| | Living with Friends | 1 | 0.17 |
| | Shelter | 3 | 0.52 |
| | Unknown | 134 | 23.11 |
| | Total | 580 | 100 |
| Web-based | Family | 6 | 42.86 |
| | Unknown | 8 | 57.14 |
| | Total | 14 | 100 |
| In-person | Family | 77 | 81.91 |
| | Extended Family | 3 | 3.19 |
| | Shelter | 3 | 3.19 |
| | Other | 2 | 2.13 |
| | Unknown | 9 | 9.58 |
| | Total | 94 | 100 |
| Postal | Family | 7 | 77.78 |
| | Extended Family | 1 | 11.11 |
| | Other | 1 | 11.11 |
| | Total | 9 | 100 |

Reasons for contact

| | | Number | % |
|------------------------|------------------------------|------------|------------|
| Telephone-based | Abuse and Violence | 372 | 62.63 |
| | Peer Relationships | 1 | 0.17 |
| | Family Relationships | 91 | 15.31 |
| | Psycho-social, mental health | 1 | 0.17 |
| | Information requested | 129 | 21.72 |
| | Total | 594 | 100 |
| Web-based | Abuse and Violence | 9 | 25.71 |
| | Psysical health | 26 | 74.29 |
| | Total | 35 | 100 |
| In-person | Abuse and Violence | 37 | 44.05 |
| | Peer Relationships | 1 | 1.19 |
| | School Relationships | 1 | 1.19 |
| | Family Relationships | 43 | 51.19 |
| | Information requested | 2 | 2.38 |
| | Total | 84 | 100 |
| Postal | Abuse and Violence | 9 | 100 |
| | Total | 9 | 100 |

CHINA, TAIWAN

| | |
|--|---|
| Name of the helpline | 113 Hotline |
| Address | 12F, No. 200, Beixin Road, Sec. 3 Taipei |
| Email address | n.a. |
| General phone number | +886 2 8912 7339 |
| Fax number | +886 2 8912 7358 |
| Website address | www.worldvision.org.tw |
| Year of establishment | 1995 |
| Telephone number of the helpline | 113 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Number of children in accessibility area | 5345047 |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|----------------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Government | 283654 | 91.40 | 283654 | 91.40 |
| Donor organisations | 26673 | 8.60 | 26673 | 8.60 |
| Total | 310327 | 100 | 310327 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 1 | 100 | 24 | 66.67 | 25 | 67.57 |
| Part-time | - | - | 1 | 2.78 | 1 | 2.70 |
| Volunteers paid | - | - | 7 | 19.44 | 7 | 18.92 |
| Volunteers unpaid | - | - | 4 | 11.11 | 4 | 10.81 |
| Total | 1 | 100 | 36 | 100 | 37 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|------------|-------------|------------------------------|--------------|------------|
| Telephone-based | Telephone | 939 | 7147 | 83623 | 91709 | 99.99 |
| Web-based | Email | 7 | 4 | - | 11 | 0.01 |
| Total | | 946 | 7151 | 83623 | 91720 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 91709 |
| Calls Responded to : | 11240 |

Web-based contacts

| No. of hits to the website | Number |
|----------------------------|--------|
| : | 26904 |

Who responds to contacts

| | Female (no) | Male (no) | Total | % |
|----------------------|-------------|-----------|-----------|------------|
| Adults (26 and over) | 1 | 24 | 25 | 100 |
| Total | 1 | 24 | 25 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|--------------|------------|
| Telephone-based | Unknown | 11240 | 11240 | 100 |
| | Total | 11240 | 11240 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|--------------|------------|
| Telephone-based | Unknown | 11240 | 11240 | 100 |
| | Total | 11240 | 11240 | 100 |

Reasons for contact

| | | Number | | % |
|------------------------|-----------------------------------|--------------------|----|------------|
| Telephone-based | Abuse and Violence | 1573 | | 19.83 |
| | Commercial Exploitation | 170 | | 2.14 |
| | Homelessness/Runaways/Basic needs | 600 | | 7.56 |
| | School Related | 44 | | 0.56 |
| | Legal Matters | 1576 | | 19.87 |
| | Differently-abled children | 34 | | 0.42 |
| | Family Relationships | 2133 | | 26.89 |
| | Psycho-social, mental health | 8 | | 0.10 |
| | Physical health | 118 | | 1.49 |
| | Information requested | 1677 | | 21.14 |
| | Total | 7933 | | 100 |
| | Web-based | Abuse and Violence | 11 | |
| Total | | 11 | | 100 |

COLOMBIA



| | |
|---|--|
| Name of the helpline | Corpo Latin |
| Address | Calle 13 Oeste No.2-20 Santa Teresita Cali |
| Email address | corpolatin@telesat.com.co |
| General phone number | +57 25584208 |
| Fax number | +57 8927614 |
| Website address | n.a. |
| Year of establishment | 2004 |
| Telephone number of the helpline | 106 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | n.a. |
| Accessibility | Local |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 8:00 | 22:00 |
| Tuesday | 8:00 | 22:00 |
| Wednesday | 8:00 | 22:00 |
| Thursday | 8:00 | 22:00 |
| Friday | 8:00 | 22:00 |
| Saturday | 10:00 | 20:00 |
| Sunday | 10:00 | 20:00 |

Funding information

| | National | | Total | |
|--------------|-------------|------------|-------------|------------|
| | Euros | % | Euros | % |
| Government | 9300 | 100 | 9300 | 100 |
| Total | 9300 | 100 | 9300 | 100 |

Staff structure

| | Female (no) | % | Total | % |
|--------------|-------------|------------|----------|------------|
| Full-time | 4 | 57.15 | 4 | 57.15 |
| Part-time | 3 | 42.85 | 3 | 42.85 |
| Total | 7 | 100 | 7 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|-------------|------------|-------------|------------|
| Telephone-based | Telephone | 1424 | 96 | 1520 | 100 |
| Total | | 1424 | 96 | 1520 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 1520 |
| Calls Responded to | : 1520 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|-----------------|-------------|------------|-------------|------------|
| Telephone based | 1424 | 96 | 1520 | 100 |
| Total | 1424 | 96 | 1520 | 100 |

Who responds to contacts

| | Female (no) | % |
|----------------------|-------------|------------|
| Adults (26 and over) | 6 | 100 |
| Total | 6 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------|---------------------------------|-------------|------------|
| Telephone-based | Unknown | 1033 | 170 | 143 | 1346 | 100 |
| | Total | 1033 | 170 | 143 | 1346 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|-------------|------------|
| Telephone-based | Male | 464 | 464 | 34.47 |
| | Female | 882 | 882 | 65.53 |
| | Total | 1346 | 1346 | 100 |

Reasons for contact

| | | Number | | % |
|-----------------|-----------------------------------|------------|--|------------|
| Telephone-based | Abuse and Violence | 76 | | 10.62 |
| | Commercial Exploitation | 2 | | 0.28 |
| | Homelessness/Runaways/Basic needs | 5 | | 0.70 |
| | Peer Relationships | 46 | | 6.42 |
| | School Related | 21 | | 2.93 |
| | Legal Matters | 1 | | 0.14 |
| | Child substance use and abuse | 10 | | 1.40 |
| | Sexuality | 63 | | 8.80 |
| | Family Relationships | 53 | | 7.40 |
| | Psycho-social, mental health | 215 | | 30.03 |
| | Information requested | 224 | | 31.28 |
| | Total | 716 | | 100 |

COSTA RICA



| | |
|---|------------------------------------|
| Name of the helpline | Linea Cuenta Conmigo |
| Address | Edificio CEDESO Barrio Vasconia |
| Email address | n.a. |
| General phone number | +506 295 2299 |
| Fax number | +506 223 5992 |
| Website address | n.a. |
| Year of establishment | 1994 |
| Telephone number of the helpline | 800 2244 911 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |

Opening hours

| | Opening time | Closing time |
|------------------|--------------|--------------|
| Monday | 8:00 | 19:00 |
| Tuesday | 8:00 | 19:00 |
| Wednesday | 8:00 | 19:00 |
| Thursday | 8:00 | 19:00 |
| Friday | 8:00 | 19:00 |
| Saturday | 10:00 | 16:00 |
| Sunday | Closed | Closed |

Funding information

| | National | | Total | |
|-------------------|--------------|------------|--------------|------------|
| | Euros | % | Euros | % |
| Government | 30177 | 100 | 30177 | 100 |
| Total | 30177 | 100 | 30177 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|------------------|-----------|------------|-------------|------------|----------|------------|
| Full-time | 1 | 100 | 2 | 100 | 3 | 100 |
| Total | 1 | 100 | 2 | 100 | 3 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|-------------|-------------|--------------|------------|
| Telephone-based | Telephone | 7236 | 2968 | 10204 | 100 |
| Total | | 7236 | 2968 | 10204 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 10204 |
| Calls Responded to | : 10204 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 101698 | 100 |
| Total | 101698 | 100 |

Who responds to contacts

| | Male (no) | % |
|-----------------------|-----------|------------|
| Young persons (19-25) | 1 | 33.33 |
| Adults (26 and over) | 2 | 66.67 |
| Total | 3 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|------------------|-----------------|------------|--------------|------------|
| Child (no) | School Children | 6949 | 68.10 | 6949 | 68.10 |
| | Concerned Adults | 1923 | 18.85 | 1923 | 18.85 |
| Adult (no) | Parents | 1332 | 13.05 | 1332 | 13.05 |
| Total | | 10204 | 100 | 10204 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|-------------|-------------|------------|
| Telephone-based | 7 - 9 | 40 | - | 40 | 0.44 |
| | 10 -12 | 2035 | - | 2035 | 22.20 |
| | 13 - 15 | 2100 | - | 2100 | 22.90 |
| | 16 - 17 | 2061 | - | 2061 | 22.48 |
| | Unknown | - | 2932 | 2932 | 31.98 |
| | Total | 6236 | 2932 | 9168 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|--------------|------------|
| Telephone-based | Male | 3437 | 3437 | 33.68 |
| | Female | 6767 | 6767 | 66.32 |
| | Total | 10204 | 10204 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 317 | 3.23 |
| | Commercial Exploitation | 21 | 0.22 |
| | Homelessness/Runaways/Basic needs | 80 | 0.82 |
| | HIV/AIDS infected/affected children | 145 | 1.48 |
| | Peer Relationships | 1463 | 14.92 |
| | School Related | 542 | 5.52 |
| | Legal Matters | 601 | 6.12 |
| | Child substance use and abuse | 596 | 6.07 |
| | Sexuality | 3145 | 32.05 |
| | Family Relationships | 456 | 4.65 |
| | Psycho-social, mental health | 1726 | 17.58 |
| | Physical health | 528 | 5.38 |
| | Information requested | 41 | 0.42 |
| | Discrimination | 152 | 1.54 |
| | Total | 9813 | 100 |

CROATIA



| | |
|--|---|
| Name of the helpline | Hrabri telefon - The Brave phone |
| Address | Argetinska 2 10 000 Quezon City |
| Email address | Zagreb |
| General phone number | +385 1 3793000 |
| Fax number | +385 1 3793000 |
| Website address | www.hrabritelefon.hr |
| Year of establishment | 1997 |
| Telephone number of the helpline | 0800 0800 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | For the child, but not for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 1000000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 9:00 | 18:00 |
| Tuesday | 9:00 | 18:00 |
| Wednesday | 9:00 | 18:00 |
| Thursday | 9:00 | 18:00 |
| Friday | 9:00 | 18:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-----------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 1 | 100 | 1 | 2.86 | 2 | 5.56 |
| Volunteers paid | - | | 34 | 97.14 | 34 | 94.44 |
| Total | 1 | 100 | 35 | 100 | 36 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|--------------|------------|
| Telephone-based | Telephone | 17595 | 17595 | 99.82 |
| Postal | Postal | 3 | 3 | 0.02 |
| Web-based | Email | 28 | 28 | 0.16 |
| Total | | 17626 | 17626 | 100 |

Telephone contacts per helpline

| | Unknown (no) Child & Adult / |
|----------------------|---------------------------------|
| Attempted Calls : | - |
| Calls answered : | 17595 |
| Calls Responded to : | 605 |

Web-based contacts

| | |
|------------------------------|----|
| No. of hits to the website : | 28 |
|------------------------------|----|

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 11569 | 99.66 |
| Web based | 34 | 0.29 |
| Postal | 5 | 0.05 |
| Total | 11608 | 100 |

Who responds to contacts

| | Female (no) | % | Total | % |
|-----------------------|-------------|------------|-----------|------------|
| Young persons (19-25) | 34 | 100 | 34 | 100 |
| Total | 34 | 100 | 34 | 100 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Postal | % | Total | % |
|--------------|------------------|-----------------|------------|-----------|------------|----------|---------------|------------|------------|
| Child (no) | School children | 234 | 38.68 | 10 | 35.71 | - | - | 244 | 38.18 |
| Adult (no) | Caregivers | 371 | 61.32 | - | - | 3 | 50.00 | 374 | 58.53 |
| | Concerned Adults | - | - | 6 | 21.43 | - | - | 6 | 0.94 |
| | Parents | - | - | 12 | 42.86 | 3 | 50.00 | 15 | 2.35 |
| Total | | 605 | 100 | 28 | 100 | 6 | 100.00 | 639 | 100 |

Age of the concerned child

| | | Child | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|------------------------------|-----------|------------|
| Telephone-based | 18+ | 36 | - | 36 | 5.59 |
| | Unknown | 607 | - | 607 | 94.41 |
| | Total | 643 | - | - | 100 |
| Web-based | 18+ | 4 | - | 4 | 13.79 |
| | Unknown | 25 | - | 25 | 86.21 |
| | Total | 29 | - | 29 | 100 |
| Postal | Unknown | - | 3 | 3 | 100 |
| | Total | - | 3 | 3 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|------------|------------|
| Telephone-based | Male | 261 | 261 | 40.59 |
| | Female | 361 | 361 | 56.14 |
| | Unknown | 21 | 21 | 3.27 |
| | Total | 643 | 643 | 100 |
| Web-based | Male | 10 | 10 | 34.48 |
| | Female | 18 | 18 | 62.07 |
| | Unknown | 1 | 1 | 3.45 |
| | Total | 29 | 29 | 100 |
| Postal | Female | 1 | 1 | 33.33 |
| | Unknown | 2 | 2 | 66.67 |
| | Total | 3 | 3 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 605 | 32.53 |
| | Peer Relationships | 108 | 5.80 |
| | Family Relationships | 215 | 11.57 |
| | Information requested | 932 | 50.10 |
| | Total | 1860 | 100 |
| Web-based | Abuse and Violence | 29 | 76.32 |
| | Peer Relationships | 6 | 15.78 |
| | Family relationships | 3 | 7.90 |
| | Total | 38 | 100 |
| Postal | Abuse and Violence | 5 | 83.33 |
| | Peer Relationships | 1 | 16.67 |
| | Total | 6 | 100 |

CZECH REPUBLIC



| | |
|---|---|
| Name of the helpline | The Safey Line |
| Address | Ustavni 91/95 181 21 Praha 8 |
| Email address | info@linkabezpeci.cz |
| General phone number | +420 266 727917 |
| Fax number | +420 266 727976 |
| Website address | www.linkabezpeci.cz |
| Year of establishment | 1994 |
| Telephone number of the helpline | 800 155 555 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | For the child, but not for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 2340000 |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|----------------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Individual | 2984 | 0.52 | 2984 | 0.52 |
| Self | 229 | 0.04 | 229 | 0.04 |
| Government | 83717 | 14.58 | 83717 | 14.58 |
| Donor Organisations | 487119 | 84.86 | 487119 | 84.86 |
| Total | 574049 | 100 | 574049 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|------------------|-----------|------------|-------------|------------|------------|------------|
| Full-time | 2 | 25.00 | 19 | 16.81 | 21 | 17.36 |
| Part-time | 6 | 75.00 | 94 | 83.19 | 100 | 82.64 |
| Total | 8 | 100 | 113 | 100 | 121 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|---------------|------------|
| Telephone-based | Telephone | 701288 | 701288 | 99.96 |
| Web-based | Email | 336 | 336 | 0.04 |
| Total | | 701624 | 701624 | 100 |

Telephone contacts per helpline

| | Unknown (no) Child & Adult / |
|----------------------|---------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 701288 |
| Calls Responded to : | 69271 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 6203326 | 99.99 |
| Web-based | 539 | 0.01 |
| Total | 6203865 | 100 |

Age of the concerned child

| | | Child (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|--------------|---------------------------------|--------------|------------|
| Telephone-based | 0 - 6 | 157 | - | 157 | 0.22 |
| | 7 - 9 | 711 | - | 711 | 1.00 |
| | 10 -12 | 4228 | - | 4228 | 5.97 |
| | 13 - 15 | 7848 | - | 7848 | 11.08 |
| | 16 - 17 | 3475 | - | 3475 | 4.90 |
| | 18+ | 1632 | 66 | 1698 | 2.40 |
| | Unknown | - | 52743 | 52743 | 74.43 |
| | Total | 18051 | 52809 | 70860 | 100 |

Gender of the concerned child

| | | Child (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|--------------|---------------------------------|--------------|------------|
| Telephone-based | Male | 3836 | 13118 | 16954 | 23.93 |
| | Female | 14048 | 38585 | 52633 | 74.27 |
| | Unknown | 167 | 1106 | 1273 | 1.80 |
| | Total | 18051 | 52809 | 70860 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 5843 | 8.51 |
| | Commercial Exploitation | 21 | 0.03 |
| | Homelessness/Runaway's/Basic needs | 1525 | 2.22 |
| | HIV/AIDS infected/affected children | 103 | 0.15 |
| | Peer Relationships | 23476 | 34.18 |
| | School Related | 6095 | 8.87 |
| | Legal Matters | 173 | 0.25 |
| | Child substance use and abuse | 2270 | 3.30 |
| | Sexuality | 6344 | 9.24 |
| | Family Relationships | 14477 | 21.08 |
| | Psycho-social, mental health | 4911 | 7.15 |
| | Physical health | 179 | 0.26 |
| | Information requested | 3175 | 4.62 |
| | Discrimination | 95 | 0.14 |
| | Total | 68687 | 100 |

GERMANY



| | |
|--|---|
| Name of the helpline | Kinder und Jungentelefon |
| Address | Nummer gegen Kummer e.V, Kleiner Werth 34 42275 Wuppertal |
| Email address | info@nummergegenkummer.de |
| General phone number | +49 202 259 05915 |
| Fax number | +49 202 259 05919 |
| Website address | www.nummergegenkummer.de |
| Year of establishment | 1980 |
| Telephone number of the helpline | 0800-1110333 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | For the child and for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 9600000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 15:00 | 19:00 |
| Tuesday | 15:00 | 19:00 |
| Wednesday | 15:00 | 19:00 |
| Thursday | 15:00 | 19:00 |
| Friday | 15:00 | 19:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Funding information

| | National | | Total | |
|--------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Self | 53000 | 14.44 | 53000 | 14.44 |
| Government | 79000 | 21.52 | 79000 | 21.52 |
| Corporate | 235000 | 64.04 | 235000 | 64.04 |
| Total | 367000 | 100 | 367000 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------|-----------|------------|-------------|------------|----------|------------|
| Full-time | - | - | 1 | 25.00 | 1 | 20.00 |
| Part-time | 1 | 100 | 3 | 75.00 | 4 | 80.00 |
| Total | 1 | 100 | 4 | 100 | 5 | 100 |

Continuum of contacts

| | | Child (no) | Total | % |
|-----------------|-----------|---------------|---------------|------------|
| Telephone-based | Telephone | 914126 | 914126 | 98.92 |
| Web-based | Email | 10000 | 10000 | 1.08 |
| Total | | 924126 | 924126 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 5000000 |
| Calls answered | : 914126 |
| Calls Responded to | : 230889 |

Total number of contacts since helpline started

| | Child (no) | % |
|-----------------|----------------|------------|
| Telephone based | 7800000 | 99.87 |
| Web-based | 10000 | 0.13 |
| Total | 7810000 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|------------|-------------|-------------|------------|
| Children (under 18) | 22 | 88 | 110 | 4.40 |
| Adults (26 and over) | 239 | 2151 | 2390 | 95.60 |
| Total | 261 | 2239 | 2500 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|-----------------|-----------------|------------|---------------|------------|
| Child (no) | School Children | 230889 | 100 | 230889 | 100 |
| Total | | 230889 | 100 | 230889 | 100 |

Age of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|---------------|---------------|------------|
| Telephone-based | 7 - 9 | 4274 | 4274 | 1.85 |
| | 10 -12 | 45536 | 45536 | 19.73 |
| | 13 - 15 | 119542 | 119542 | 51.77 |
| | 16 - 17 | 32148 | 32148 | 13.92 |
| | Unknown | 29389 | 29389 | 12.73 |
| | Total | 230889 | 230889 | 100 |

Gender of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|------------|-------------|------------|
| Telephone-based | Male | 64970 | 64970 | 28.00 |
| | Female | 148555 | 148555 | 64.00 |
| | Unknown | 17364 | 17364 | 8.00 |
| | Total | - | 5125 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|---------|---------------|------------|
| Telephone-based | Unknown | 230889 | 100 |
| Total | | 230889 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|---------------|------------|
| Telephone-based | Abuse and Violence | 47138 | 13.40 |
| | HIV/AIDS infected/affected children | 1189 | 0.35 |
| | Peer Relationships | 109724 | 31.19 |
| | School Related | 17886 | 5.09 |
| | Legal Matters | 1131 | 0.32 |
| | Child substance use and abuse | 11079 | 3.15 |
| | Sexuality | 75535 | 21.48 |
| | Family Relationships | 34502 | 9.81 |
| | Psycho-social, mental health | 45243 | 12.86 |
| | Physical health | 4325 | 1.23 |
| | Discrimination | 3944 | 1.12 |
| | Total | 351696 | 100 |

GREECE



| | |
|--|------------------------------------|
| Name of the helpline | S.O.S. 1056 |
| Address | Stournari 16 10683 Athens |
| Email address | info@hamogelo.gr |
| General phone number | +210 33 06 140 / +210 76 09 550 |
| Fax number | +210 38 43 038/ +210 76 09 554 |
| Website address | www.hamogelo.gr |
| Year of establishment | 1997 |
| Telephone number of the helpline | 1056 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | n.a. |
| Accessibility | National |
| Number of children in accessibility area | 2393003 |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|-------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Self | 195000 | 69.64 | 195000 | 69.64 |
| Government | 12000 | 4.28 | 12000 | 4.28 |
| Corporate | 73000 | 26.08 | 73000 | 26.08 |
| Total | 280000 | 100 | 280000 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 1 | 20 | 10 | 33.33 | 11 | 31.42 |
| Volunteers paid | - | - | 12 | 40.00 | 12 | 34.29 |
| Volunteers unpaid | 4 | 80 | 8 | 26.67 | 12 | 34.29 |
| Total | 5 | 100 | 30 | 100 | 35 | 100 |

Continuum of contacts

| | Child & Adult / Unknown (no) | Total | % |
|---------------------------|---------------------------------|--------------|------------|
| Telephone-based Telephone | 24737 | 24737 | 100 |
| Total | 24737 | 24737 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|---------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 24737 |
| Calls Responded to : | 21220 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 113654 | 100 |
| Total | 113654 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|-----------|------------|
| Adults (26 and over) | 1 | 9 | 10 | 100 |
| Total | 1 | 9 | 10 | 100 |

Reasons for contact

| | Number | % | |
|-----------------|-----------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 5520 26.95 | |
| | Commercial Exploitation | 3180 15.52 | |
| | Homelessness/Runaways/Basic needs | 3504 17.10 | |
| | Peer Relationships | 635 3.10 | |
| | School Related | 755 3.68 | |
| | Legal Matters | 755 3.68 | |
| | Family Relationships | 3100 15.13 | |
| | Psycho-social, mental health | 1005 4.90 | |
| | Physical health | 926 4.52 | |
| | Information requested | 1110 5.42 | |
| | Total | 20490 | 100 |

ICELAND



| | |
|--|--|
| Name of the helpline | Hjálparsími RKI 1717 |
| Address | Laugavegur 120 104 Reykjavík |
| Email address | hjalparsimi@redcross.is / redcross@redcross.is |
| General phone number | +354 545 0400 |
| Fax number | +354 545 0401 |
| Website address | www.redcross.is |
| Year of establishment | 2002 |
| Telephone number of the helpline | 1717 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | For the child and for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 40000 |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|--|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Donor organisations | 57450 | 23.82 | 57450 | 23.82 |
| Bi-and multilateral organisations | 183840 | 76.18 | 183840 | 76.18 |
| Total | 241290 | 100 | 241290 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 2 | 8 | 1 | 1.54 | 3 | 3.33 |
| Part-time | 1 | 4 | 1 | 1.54 | 2 | 2.22 |
| Volunteers paid | 17 | 68 | 43 | 66.15 | 60 | 66.67 |
| Volunteers unpaid | 5 | 20 | 20 | 30.77 | 25 | 27.78 |
| Total | 25 | 100 | 65 | 100 | 90 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|-------------|------------|-------------|------------|
| Telephone-based | Telephone | 3448 | 307 | 3755 | 100 |
| Total | | 3448 | 307 | 3755 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : n.a. |
| Calls Responded to | : 3755 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Young persons (19-25) | 5 | 25 | 30 | 33.33 |
| Adults (26 and over) | 21 | 39 | 60 | 66.67 |
| Total | 26 | 64 | 90 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|-------------------|------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 3448 | 91.82 | 3448 | 91.82 |
| Adult (no) | Caregivers | 61 | 1.62 | 61 | 1.62 |
| | Concerned Adults | 59 | 1.58 | 59 | 1.58 |
| | Parents | 187 | 4.98 | 187 | 4.98 |
| Total | | 3755 | 100 | 3755 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|------------|-------------|------------|
| Telephone-based | 10 -12 | 586 | - | 586 | 15.60 |
| | 13 - 15 | 1008 | - | 1008 | 26.84 |
| | 16 - 17 | 789 | - | 789 | 21.02 |
| | 18+ | 1065 | - | 1065 | 28.36 |
| | Unknown | - | 307 | 307 | 8.18 |
| | Total | 3448 | 307 | 3755 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|------------|-------------|------------|
| Telephone-based | Male | 1412 | 86 | 1498 | 39.90 |
| | Female | 2036 | 221 | 2257 | 60.10 |
| | Total | 3448 | 307 | 3755 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 269 | 8.61 |
| | Commercial Exploitation | 103 | 3.30 |
| | Peer Relationships | 483 | 15.46 |
| | School Related | 448 | 14.33 |
| | Child substance use and abuse | 409 | 13.08 |
| | Sexuality | 680 | 21.76 |
| | Family Relationships | 259 | 8.29 |
| | Psycho-social, mental health | 292 | 9.35 |
| | Information requested | 182 | 5.82 |
| | Total | 3125 | 100 |

INDIA



| | |
|---|---|
| Name of the helpline | CHILDLINE India Foundation |
| Address | 2nd Floor, Nanachowk Municipal School, Frere Bridge, Low Level, Near Grant Road Station, Mumbai 400 007 |
| Email address | dial1098@childlineindia.org.in |
| General phone number | +91 22 2388 1098/ 23841098/ 23871098 |
| Fax number | +91 22 2381 1098 |
| Website address | www.childlineindia.org.in |
| Year of establishment | 1996 |
| Telephone number of the helpline | 1098 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Funding information

| | National | | International | | Total | |
|--|---------------|------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % | Euros | % |
| Self | 17540 | 2.73 | - | - | 17540 | 2.66 |
| Government | 586391 | 91.35 | - | - | 286391 | 88.98 |
| Corporate | 33650 | 5.25 | - | - | 33650 | 5.10 |
| Donor organisations | - | - | 17106 | 100 | 17106 | 2.60 |
| Bi-and multilateral organisations | 4344 | 0.67 | - | - | 4344 | 0.66 |
| Total | 641925 | 100 | 17106 | 100 | 659031 | 100 |

Staff structure

| | Unknown (no) | % | Total | % |
|--------------------------|--------------|------------|-------------|------------|
| Full-time | 883 | 65.46 | 883 | 65.46 |
| Part-time | 96 | 7.12 | 96 | 7.12 |
| Volunteers paid | 208 | 15.42 | 208 | 15.42 |
| Volunteers unpaid | 162 | 12.00 | 162 | 12.00 |
| Total | 1349 | 100 | 1349 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|---------------------------|---------------|-------------|------------------------------|----------------|------------|
| Telephone-based | Telephone | 133001 | 3970 | 1857512 | 1994483 | 99.64 |
| In-person | Outreach based counseling | 6876 | 73 | 181 | 7130 | 0.36 |
| Total | | 139877 | 4043 | 1857693 | 2001613 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 1994483 |
| Calls Responded to | : 143183 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|------------------------------|------------|
| Telephone based | 6677404 | 100 |
| Total | 6677404 | 100 |

Who responds to contacts

| | Unknown (no) | % |
|----------------------|--------------|------------|
| Adults (26 and over) | 975 | 100 |
| Total | 975 | 100 |

Profile of the contact

| | | Telephone-based | % | In-person | % | Total | % |
|--------------|--------------------------|-----------------|------------|-------------|------------|--------------|------------|
| Child (no) | School Children | 15309 | 21.80 | 612 | 8.74 | 15921 | 20.62 |
| | Street children/Runaways | 600 | 0.85 | 450 | 6.43 | 1050 | 1.37 |
| | Child Labourer/Worker | 1028 | 1.47 | 101 | 1.44 | 1129 | 1.47 |
| | Child Unknown | - | - | 220 | 3.14 | 220 | 0.28 |
| Adult (no) | Caregivers | 3159 | 4.50 | - | - | 3159 | 4.09 |
| | Concerned Adults | 42955 | 61.18 | 5035 | 71.92 | 47990 | 62.15 |
| | Parents | 7160 | 10.20 | 583 | 8.33 | 7743 | 10.02 |
| Total | | 70211 | 100 | 7001 | 100 | 77212 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------|-------------|------------------------------|---------------|------------|
| Telephone-based | 0 - 6 | 12038 | - | - | 12038 | 8.84 |
| | 7 - 9 | 15158 | - | - | 15158 | 11.13 |
| | 10 -12 | 33363 | - | - | 33363 | 24.50 |
| | 13 - 15 | 44954 | - | - | 44954 | 33.01 |
| | 16 - 17 | 20985 | - | - | 20985 | 15.42 |
| | 18+ | - | 3776 | - | 3776 | 2.77 |
| | Unknown | - | - | 5908 | 5908 | 4.33 |
| | Total | 126498 | 3776 | 5908 | 136182 | 100 |
| In-person | 0 - 6 | 833 | - | - | 833 | 11.89 |
| | 7 - 9 | 1134 | - | - | 1134 | 16.20 |
| | 10 -12 | 2184 | - | - | 2184 | 31.20 |
| | 13 - 15 | 1858 | - | - | 1858 | 26.55 |
| | 16 - 17 | 740 | - | - | 740 | 10.57 |
| | 18+ | - | 71 | - | 71 | 1.01 |
| | Unknown | - | - | 181 | 181 | 2.58 |
| | Total | 6749 | 71 | 181 | 7001 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------|-------------|------------------------------|---------------|------------|
| Telephone-based | Male | 85814 | 1960 | 2222 | 89996 | 66.08 |
| | Female | 39541 | 1738 | 1312 | 42591 | 31.28 |
| | Unknown | 1143 | 78 | 2374 | 3595 | 2.64 |
| | Total | 126498 | 3776 | 5908 | 136184 | 100 |
| In-person | Male | 4698 | 61 | 110 | 4869 | 69.55 |
| | Female | 1986 | 8 | 30 | 2024 | 28.91 |
| | Unknown | 65 | 2 | 41 | 108 | 1.54 |
| | Total | 6749 | 71 | 181 | 7001 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|------------------------|---------------------|---------------|------------|
| Telephone-based | Family | 84023 | 61.69 |
| | Extended Family | 3387 | 2.49 |
| | Living alone | 10828 | 7.95 |
| | Living with friends | 3319 | 2.45 |
| | Street | 1141 | 0.84 |
| | Shelter | 3288 | 2.42 |
| | Other | 24601 | 18.06 |
| | Unknown | 5595 | 4.10 |
| | Total | 136182 | 100 |
| In-person | Family | 3946 | 56.36 |
| | Extended Family | 580 | 8.28 |
| | Living alone | 1132 | 16.17 |
| | Living with friends | 117 | 1.67 |
| | Street | 96 | 1.37 |
| | Shelter | 370 | 5.28 |
| | Other | 435 | 6.22 |
| | Unknown | 325 | 4.65 |
| | Total | 7001 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|---------------|------------|
| Telephone-based | Abuse and Violence | 2459 | 0.77 |
| | Commercial Exploitation | 552 | 0.17 |
| | Homelessness/Runaways/Basic needs | 23812 | 7.52 |
| | HIV/AIDS infected/affected children | 62 | 0.02 |
| | Peer Relationships | 2168 | 0.68 |
| | School Related | 5789 | 1.83 |
| | Legal Matters | 123 | 0.39 |
| | Child substance use and abuse | 135 | 0.04 |
| | Differently-abled children | 208 | 0.07 |
| | Sexuality | 42 | 0.01 |
| | Family Relationships | 375 | 0.12 |
| | Psycho-social, mental health | 408 | 0.13 |
| | Physical health | 8276 | 2.62 |
| | Information requested | 272053 | 85.97 |
| | Discrimination | 7 | 0.01 |
| | Total | 316469 | 100 |
| In-person | Abuse and Violence | 265 | 4.24 |
| | Commercial Exploitation | 17 | 0.27 |
| | Homelessness/Runaways/Basic needs | 2327 | 37.28 |
| | HIV/AIDS infected/affected children | 12 | 0.19 |
| | Peer Relationships | 191 | 3.06 |
| | School Related | 1028 | 16.47 |
| | Child substance use and abuse | 174 | 2.79 |
| | Differently-abled children | 23 | 0.37 |
| | Family Relationships | 14 | 0.22 |
| | Psycho-social, mental health | 83 | 1.33 |
| | Physical health | 2108 | 33.78 |
| | Total | 6242 | 100 |

IRELAND



| | |
|--|--|
| Name of the helpline | Childline |
| Address | ISPCC, 20 Molesworth Street 2 Dublin |
| Email address | alynch@ispcc.ie |
| General phone number | +35 316794944 |
| Fax number | +35 316791746 |
| Website address | www.childline.ie |
| Year of establishment | 1988 |
| Telephone number of the helpline | 1800 66 66 66 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | n.a. |
| Accessibility | National |
| Number of children in accessibility area | 1200000 |
| Opening hours | 24 hours, daily |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|------------------------|-----------|------------|-------------|------------|------------|------------|
| Full-time | 1 | 7.15 | 9 | 7.69 | 10 | 7.63 |
| Part-time | 1 | 7.15 | 10 | 8.55 | 11 | 8.39 |
| Volunteers paid | 12 | 85.70 | 98 | 83.76 | 110 | 83.98 |
| Total | 14 | 100 | 117 | 100 | 131 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|------------------------|-----------|--------------|-------------|------------------------------|---------------|------------|
| Telephone-based | Telephone | 93470 | 2971 | 8374 | 104815 | 100 |
| Total | | 93470 | 2971 | 8374 | 104815 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|---------------------------|------------------------------|
| Attempted Calls | : 731731 |
| Calls answered | : 104815 |
| Calls Responded to | : 104815 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|------------|--------------------------|-----------------|-------|--------|-------|
| Child (no) | School Children | 104628 | 99.82 | 104628 | 99.82 |
| | Street Children/Runaways | 187 | 0.18 | 187 | 0.18 |
| Total | | 104815 | 100 | 104815 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------|-------------|------------------------------|---------------|------------|
| Telephone-based | 0 - 6 | 3727 | - | - | 3727 | 3.21 |
| | 7 - 9 | 5537 | - | - | 5537 | 4.76 |
| | 10 -12 | 17167 | - | - | 17167 | 14.77 |
| | 13 - 15 | 30150 | - | - | 30150 | 25.96 |
| | 16 - 17 | 20169 | - | - | 20169 | 17.37 |
| | 18+ | 841 | - | - | 841 | 0.73 |
| | Unknown | 27224 | 2971 | 8374 | 38569 | 33.20 |
| | Total | 104815 | 2971 | 8374 | 116160 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|---------------|-------------|---------------|------------|
| Telephone-based | Male | 42730 | 1406 | 44136 | 42.11 |
| | Female | 49530 | 1516 | 51046 | 48.70 |
| | Unknown | 9633 | - | 9633 | 9.19 |
| | Total | 101893 | 2922 | 104815 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 12672 | 13.16 |
| | Homelessness/Runaways/Basic needs | 187 | 0.19 |
| | Peer Relationships | 4315 | 4.48 |
| | School Related | 939 | 0.98 |
| | Legal Matters | 315 | 0.33 |
| | Child substance use and abuse | 158 | 0.16 |
| | Sexuality | 13955 | 14.49 |
| | Family Relationships | 1565 | 1.63 |
| | Psycho-social, mental health | 57993 | 60.23 |
| | Physical health | 1409 | 1.46 |
| | Information requested | 2784 | 2.89 |
| | Total | 96292 | 100 |

ITALY



| | |
|---|---|
| Name of the helpline | Telefono Azzurro |
| Address | Via Titta Scarpetta, 25a 00153 Rome |
| Email address | telefonoazzurro@azzurro.it |
| General phone number | +39 06 58320492 |
| Fax number | +39 06 5817547 |
| Website address | www.azzurro.it |
| Year of establishment | 1987 |
| Telephone number of the helpline | 1 96 96 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|---------------|-------------|---------------|------------|
| Telephone-based | Telephone | 370287 | 6039 | 376326 | 100 |
| Total | | 370287 | 6039 | 376326 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 999652 |
| Calls answered | : 376326 |
| Calls Responded to | : 3124 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|-----------------|----------------|---------------|----------------|------------|
| Telephone based | 6566000 | 134000 | 6700000 | 100 |
| Total | 6566000 | 134000 | 6700000 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|-----------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 1257 | 40.24 | 1257 | 40.24 |
| | Child Labourer/Worker | 16 | 0.51 | 16 | 0.51 |
| Adult (no) | Caregivers | 1851 | 59.25 | 1851 | 59.25 |
| Total | | 3124 | 100 | 3124 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|-------------|-------------|------------|
| Telephone-based | 0 - 6 | 43 | - | 43 | 1.38 |
| | 7 - 9 | 144 | - | 144 | 4.61 |
| | 10 -12 | 495 | - | 495 | 15.85 |
| | 13 - 15 | 521 | - | 521 | 16.67 |
| | 16 - 17 | 49 | - | 49 | 1.57 |
| | Unknown | 21 | 1851 | 1872 | 59.92 |
| | Total | 1273 | 1851 | 3124 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|-------------|-------------|------------|
| Telephone-based | Male | 398 | 760 | 1158 | 37.06 |
| | Female | 800 | 856 | 1656 | 53.00 |
| | Unknown | 75 | 235 | 310 | 9.94 |
| | Total | 1273 | 1851 | 3124 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 1501 | 34.69 |
| | Commercial Exploitation | 58 | 1.34 |
| | Homelessness/Runaways/Basic needs | 63 | 1.46 |
| | Peer Relationships | 560 | 12.95 |
| | School Related | 241 | 5.57 |
| | Child substance use and abuse | 46 | 1.06 |
| | Sexuality | 136 | 3.14 |
| | Family Relationships | 1659 | 38.34 |
| | Psycho-social, mental health | 24 | 0.55 |
| | Physical health | 39 | 0.90 |
| | Total | 4327 | 100 |

JAMAICA



| | |
|---|------------------------------------|
| Name of the helpline | FRIENDS hotline |
| Address | 119 Old Hope Road Kingston 6 |
| Email address | jfc@cwjamaica.com |
| General phone number | +(1) 876 977 6394 |
| Fax number | +(1) 876 977 0040 |
| Website address | n.a. |
| Year of establishment | 1995 |
| Telephone number of the helpline | 1 888 991 4505 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | n.a. |
| Accessibility | National |

Opening hours

| | Opening time | Closing time |
|------------------|--------------|--------------|
| Monday | 10:00 | 19:00 |
| Tuesday | 10:00 | 19:00 |
| Wednesday | 10:00 | 19:00 |
| Thursday | 10:00 | 19:00 |
| Friday | 10:00 | 19:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|------------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 1 | 33.33 | - | - | 1 | 9.09 |
| Volunteers paid | 2 | 66.67 | 8 | 100 | 10 | 90.91 |
| Total | 3 | 100 | 8 | 100 | 11 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|------------|------------|-------------|------------|
| Telephone-based | Telephone | 491 | 692 | 1183 | 100 |
| Total | | 491 | 692 | 1183 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 1183 |
| Calls Responded to | : 1183 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 23250 | 100 |
| Total | 23250 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Young persons (19-25) | 1 | 5 | 6 | 54.55 |
| Adults (26 and over) | 2 | 3 | 5 | 45.45 |
| Total | 3 | 8 | 11 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|------------|------------|-------------|------------|
| Telephone-based | 0 - 6 | - | 3 | 3 | 0.25 |
| | 10 -12 | - | 2 | 2 | 0.17 |
| | 13 - 15 | - | 12 | 12 | 1.01 |
| | 16 - 17 | - | 7 | 7 | 0.59 |
| | Unknown | 491 | 668 | 1159 | 97.98 |
| | Total | 491 | 692 | 1183 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|------------|------------|-------------|------------|
| Telephone-based | Male | 48 | 10 | 58 | 4.90 |
| | Female | 443 | 14 | 457 | 38.63 |
| | Unknown | - | 668 | 668 | 56.47 |
| | Total | 491 | 692 | 1183 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 15 | 2.05 |
| | HIV/AIDS infected/affected children | 287 | 39.26 |
| | School Related | 17 | 2.32 |
| | Child substance use and abuse | 15 | 2.05 |
| | Sexuality | 47 | 6.44 |
| | Family Relationships | 205 | 28.05 |
| | Information requested | 145 | 19.83 |
| | Total | 5476 | 100 |

JAPAN



| | |
|---|---|
| Name of the helpline | Childline Support Center Japan |
| Address | 4-7-14 Roppongi, Minato-ku 106-0032 Tokyo |
| Email address | clcenter@ninus.ocn.ne.jp |
| General phone number | +81-3-5770-7507 |
| Fax number | +81-3-5770-1577 |
| Website address | http://childline.at.infoseek.co.jp |
| Year of establishment | 1999 |
| Telephone number of the helpline | 0120-7-26266 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | Multi-Local |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 14:00 | 21:00 |
| Tuesday | 14:00 | 21:00 |
| Wednesday | 14:00 | 21:00 |
| Thursday | 14:00 | 21:00 |
| Friday | 14:00 | 21:00 |
| Saturday | 14:00 | 21:00 |
| Sunday | 14:00 | 21:00 |

Funding information

| | National | | Total | |
|---------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Individual | 13872 | 4.79 | 13872 | 4.79 |
| Self | 39667 | 13.70 | 39667 | 13.70 |
| Corporate | 163591 | 56.53 | 163591 | 56.53 |
| Donor organisations | 72283 | 24.98 | 72283 | 24.98 |
| Total | 289413 | 100 | 289413 | 100 |

Staff structure

| | Unknown (no) | % | Total | % |
|-------------------|--------------|------------|-------------|------------|
| Full-time | 16 | 0.60 | 16 | 0.60 |
| Part-time | 115 | 4.29 | 115 | 4.29 |
| Volunteers paid | 3 | 0.11 | 3 | 0.11 |
| Volunteers unpaid | 2545 | 95.00 | 2545 | 95.00 |
| Total | 2679 | 100 | 2679 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|--------------|------------|
| Telephone-based | Telephone | 89153 | 89153 | 100 |
| Total | | 89153 | 89153 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 89153 |
| Calls Responded to | : 58038 |

Who responds to contacts

| | Unknwon (no) | % |
|----------------------|--------------|------------|
| Adults (26 and over) | 1683 | 100 |
| Total | 1683 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|-----------------|-----------------|------------|--------------|------------|
| Child (no) | School Children | 38554 | 100 | 38554 | 100 |
| Total | | 38554 | 100 | 38554 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|--------------|------------|
| Telephone-based | 0 - 6 | 122 | 122 | 0.19 |
| | 7 - 9 | 14947 | 14947 | 23.87 |
| | 13 - 15 | 13005 | 13005 | 20.72 |
| | 16 - 17 | 10602 | 10602 | 16.89 |
| | 18+ | 3382 | 3382 | 5.38 |
| | Unknown | 20720 | 20720 | 33.00 |
| | Total | 62778 | 62778 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|--------------|------------|
| Telephone-based | Male | 29707 | 29707 | 53.03 |
| | Female | 18189 | 19199 | 32.47 |
| | Unknown | 8126 | 8126 | 14.50 |
| | Total | 56022 | 56022 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------|--------------|------------|
| Telephone-based | School Related | 13792 | 32.05 |
| | Sexuality | 9481 | 22.03 |
| | Family Relationships | 3450 | 8.02 |
| | Information requested | 16306 | 37.90 |
| | Total | 43029 | 100 |

KOREA, SOUTH



| | |
|---|--|
| Name of the helpline | 1391 (Child Protection Hotline, Rescue Line for Children) |
| Address | National Child Protection Agency, 781-46 Yeoksam 2-dong, Gangnam-gu 135-515, Seoul |
| Email address | ncpca@korea1391.org/ 1391@korea1391.org |
| General phone number | +82-2-558-1391 |
| Fax number | +82-2-558-1339 |
| Website address | www.korea1391.org |
| Year of establishment | 2000 |
| Telephone number of the helpline | 1391 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|----------------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Individual | 3853 | 1.25 | 3853 | 1.25 |
| Self | 6018 | 1.96 | 6018 | 1.96 |
| Government | 207661 | 67.52 | 207661 | 67.52 |
| Corporate | 13406 | 4.36 | 13406 | 4.36 |
| Donor organisations | 76618 | 24.91 | 76618 | 24.91 |
| Total | 307556 | 100 | 307556 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Unknown (no) | % | Total | % |
|--------------------------|------------|------------|-------------|------------|--------------|------------|-------------|------------|
| Full-time | 163 | 100 | 134 | 100 | - | - | 297 | 8.88 |
| Volunteers unpaid | - | - | - | - | 3047 | 100 | 3047 | 91.12 |
| Total | 163 | 100 | 134 | 100 | 3047 | 100 | 3344 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|---------------------------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | Telephone | 65 | 4650 | 2283 | 6998 | 46.30 |
| In-person | Outreach based counseling | 3891 | 4224 | - | 8115 | 53.70 |
| Total | | 3956 | 8874 | 2283 | 15113 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 6998 |
| Calls Responded to | : 6998 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------|--------------|------------------------------|--------------|------------|
| Telephone based | 213 | 13157 | 8533 | 21903 | 100 |
| Total | 213 | 13157 | 8533 | 21903 | 100 |

Who responds to contacts

| | Unknwon (no) | % |
|-----------------------|--------------|------------|
| Young persons (19-25) | 50 | 20.00 |
| Adults (26 and over) | 200 | 80.00 |
| Total | 250 | 100 |

Profile of the contact

| | | Telephone-based | % | In-person | % | Total | % |
|--------------|------------------|-----------------|------------|-------------|------------|--------------|------------|
| Child (no) | School Children | 65 | 0.93 | 3891 | 47.95 | 3956 | 26.18 |
| | Adult (no) | 1867 | 26.68 | 234 | 2.88 | 2101 | 13.90 |
| | Concerned Adults | 1958 | 27.98 | 823 | 10.14 | 2781 | 18.40 |
| | Parents | 3108 | 44.41 | 3167 | 39.03 | 6275 | 41.52 |
| Total | | 6998 | 100 | 8115 | 100 | 15113 | 100 |

Age of the concerned child

| | | Child (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------------------------|-------------|------------|
| Telephone-based | 0 - 6 | 1189 | - | 1189 | 16.99 |
| | 7 - 9 | 937 | - | 937 | 13.37 |
| | 10 -12 | 945 | - | 945 | 13.50 |
| | 13 - 15 | 589 | - | 589 | 8.42 |
| | 16 - 17 | 199 | - | 199 | 2.84 |
| | 18+ | 27 | - | 27 | 0.38 |
| | Unknown | 5 | 3107 | 3112 | 44.48 |
| | Total | 3891 | 3107 | 6998 | 100 |
| In-person | 0 - 6 | 1189 | - | 1189 | 30.56 |
| | 7 - 9 | 937 | - | 937 | 24.08 |
| | 10 -12 | 945 | - | 945 | 24.29 |
| | 13 - 15 | 589 | - | 589 | 15.14 |
| | 16 - 17 | 199 | - | 199 | 5.11 |
| | 18+ | 27 | - | 27 | 0.69 |
| | Unknown | 5 | - | 5 | 0.13 |
| | Total | 3891 | - | 3891 | 100 |

Gender of the concerned child

| | | Child (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------------------------|-------------|------------|
| Telephone-based | Male | 1964 | - | 1964 | 28.07 |
| | Female | 1927 | - | 1927 | 27.53 |
| | Unknown | - | 3107 | 3107 | 44.40 |
| | Total | 3891 | 3107 | 6998 | 100 |
| In-person | Male | 1964 | - | 1964 | 50.48 |
| | Female | 1927 | - | 1927 | 49.52 |
| | Total | 3891 | - | 3891 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|------------------------|-----------------|-------------|------------|
| Telephone-based | Family | 3362 | 48.03 |
| | Extended Family | 235 | 3.36 |
| | Living Alone | 9 | 0.13 |
| | Street | 160 | 2.29 |
| | Shelter | 90 | 1.29 |
| | Unknown | 3142 | 44.90 |
| | Total | 6998 | 100 |
| In-person | Family | 3362 | 86.41 |
| | Extended Family | 235 | 6.04 |
| | Living Alone | 9 | 0.23 |
| | Street | 160 | 4.11 |
| | Shelter | 90 | 2.31 |
| | Unknown | 35 | 0.90 |
| | Total | 3891 | 100 |

Reasons for contact

| | | Number | % |
|------------------------|--------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 5604 | 100 |
| | Total | 5604 | 100 |
| In-person | Abuse and Violence | 5604 | 100 |
| | Total | 5604 | 100 |

KOREA, SOUTH

한국청소년상담원

KOREA YOUTH COUNSELING INSTITUTE

KYCI

| | |
|---|--|
| Name of the helpline | Youth Hotline 1388 |
| Address | 292-61 Shindang6-dong, Jung-gu 100-882 Seoul |
| Email address | n.a. |
| General phone number | 82-2-2253-3811 |
| Fax number | 82-2-2253-3818 |
| Website address | www.kyci.or.kr |
| Year of establishment | 2000 |
| Telephone number of the helpline | 1388 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|-------------------|--------------|------------|--------------|------------|
| | Euros | % | Euros | % |
| Government | 92300 | 100 | 92300 | 100 |
| Total | 92300 | 100 | 92300 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 20 | 83.33 | 28 | 75.68 | 48 | 78.69 |
| Part-time | 4 | 16.67 | 9 | 24.32 | 13 | 21.31 |
| Total | 24 | 100 | 37 | 100 | 61 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------------------------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | Telephone | 2436 | 4141 | 1932 | 8509 | 29.84 |
| Web-based | Email | 1014 | 52 | 5790 | 6856 | 24.04 |
| | Web-post and Bulletin Board | 547 | 13 | 3375 | 3935 | 13.80 |
| | Chat | 421 | 36 | - | 457 | 1.60 |
| In-person | Outreach based counseling | - | - | 1071 | 1071 | 3.76 |
| | Walk-in/in person counseling | 3463 | 2987 | 1236 | 7686 | 26.96 |
| Total | | 7881 | 7229 | 13404 | 28514 | 100 |

Telephone contacts per helpline

| | Unknown (no) Child & Adult / |
|----------------------|---------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 9831 |
| Calls Responded to : | 7899 |

Web-based contacts

| | Number |
|------------------------------|--------|
| No. of hits to the website : | 11248 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------|------------------------------|---------------|------------|
| Telephone based | 29372 | 47298 | 1932 | 78602 | 36.65 |
| Web-based | 39523 | 5475 | 14745 | 59743 | 27.86 |
| In-person | 24001 | 49785 | 2307 | 76093 | 35.49 |
| Total | 92896 | 102558 | 18984 | 214438 | 100 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Total | % |
|--------------|------------------|-----------------|------------|-------------|------------|-------------|------------|
| Child (no) | Child unknown | 2436 | 37.03 | 1982 | 95.15 | 4418 | 51.01 |
| Adult (no) | Concerned adults | 978 | 14.87 | 63 | 3.02 | 1041 | 12.02 |
| | Parents | 3163 | 48.10 | 38 | 1.83 | 3201 | 36.97 |
| Total | | 6577 | 100 | 2083 | 100 | 8660 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------------------------|-------------|------------|
| Telephone-based | 13 - 15 | 484 | - | - | 484 | 5.69 |
| | 16 - 17 | 1153 | - | - | 1153 | 13.55 |
| | 18+ | - | 4857 | - | 4857 | 57.08 |
| | Unknown | 83 | - | 1932 | 2015 | 23.68 |
| | Total | 1720 | 4857 | 1932 | 8509 | 100 |
| Web-based | 13 - 15 | 1212 | - | - | 1212 | 50.21 |
| | 16 - 17 | 600 | - | - | 600 | 24.86 |
| | 18+ | - | 170 | - | 170 | 7.04 |
| | Unknown | 101 | - | 331 | 432 | 17.89 |
| | Total | 1913 | 170 | 331 | 2414 | 100 |
| In-person | 13 - 15 | 1535 | - | - | 1535 | 17.53 |
| | 16 - 17 | 1227 | - | - | 1227 | 14.02 |
| | 18+ | - | 3411 | - | 3411 | 38.95 |
| | Unknown | 277 | - | 2307 | 2584 | 29.50 |
| | Total | 3039 | 3411 | 2307 | 8757 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|-------------|------------|
| Telephone-based | Male | 2665 | 2665 | 31.32 |
| | Female | 3912 | 3912 | 45.98 |
| | Unknown | 1932 | 1932 | 22.70 |
| | Total | 8509 | 8509 | 100 |
| Web-based | Unknown | 331 | 331 | 100 |
| | Total | 331 | 331 | 100 |
| In-person | Unknown | 2307 | 2307 | 100 |
| | Total | 2307 | 2307 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|--------------|-------------|------------|
| Telephone-based | Unknown | 1932 | 100 |
| | Total | 1932 | 100 |
| Web-based | Unknown | 331 | 100 |
| | Total | 331 | 100 |
| In-person | Unknown | 2307 | 100 |
| | Total | 2307 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|-------------|------------|
| Telephone-based | Commercial Exploitation | 388 | 9.33 |
| | Homelessness/Runaways/Basic needs | 330 | 7.93 |
| | Peer Relationships | 538 | 12.93 |
| | School Related | 668 | 16.06 |
| | Child substance use and abuse | 78 | 1.88 |
| | Sexuality | 1613 | 38.77 |
| | Psycho-social, mental health | 168 | 4.04 |
| | Information requested | 377 | 9.06 |
| | Total | 4160 | 100 |
| Web-based | Abuse and Violence | 15 | 5.95 |
| | Commercial Exploitation | 66 | 26.19 |
| | Homelessness/Runaways/Basic needs | 20 | 7.94 |
| | Peer Relationships | 31 | 12.30 |
| | School Related | 33 | 13.10 |
| | Sexuality | 13 | 5.16 |
| | Psycho-social, mental health | 12 | 4.76 |
| | Information requested | 62 | 24.60 |
| | Total | 252 | 100 |
| In-person | Abuse and Violence | 100 | 2.98 |
| | Commercial Exploitation | 261 | 7.78 |
| | Peer Relationships | 945 | 28.22 |
| | School Related | 1033 | 30.85 |
| | Child substance use and abuse | 19 | 0.57 |
| | Sexuality | 241 | 7.20 |
| | Psycho-social, mental health | 735 | 21.95 |
| | Information requested | 15 | 0.45 |
| | Total | 3349 | 100 |

LITHUANIA



| | |
|---|------------------------------------|
| Name of the helpline | Vaiku Telefono Linija |
| Address | Vyauto 15 LT 08118 Vilnius |
| Email address | vilnius@vaikuliniija.lt |
| General phone number | +370 5 2780525 |
| Fax number | +370 5 2780525 |
| Website address | www.vaikuliniija.lt |
| Year of establishment | 1997 |
| Telephone number of the helpline | 8-800-11111 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | n.a. |
| Accessibility | National |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 11:00 | 21:00 |
| Tuesday | 11:00 | 21:00 |
| Wednesday | 11:00 | 21:00 |
| Thursday | 11:00 | 21:00 |
| Friday | 11:00 | 21:00 |
| Saturday | 11:00 | 21:00 |
| Sunday | 11:00 | 21:00 |

Funding information

| | National | | Total | |
|--------------|--------------|------------|--------------|------------|
| | Euros | % | Euros | % |
| Government | 28093 | 81.51 | 28093 | 81.51 |
| Corporate | 6372 | 18.49 | 6,372 | 18.49 |
| Total | 34465 | 100 | 34465 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Part-time | 1 | 25.00 | 2 | 3.98 | 3 | 4.22 |
| Volunteers unpaid | 3 | 75.00 | 65 | 97.02 | 68 | 95.78 |
| Total | 4 | 100 | 67 | 100 | 71 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|--------------|------------|------------------------------|--------------|------------|
| Telephone-based | Telephone | 26316 | 565 | 21754 | 48635 | 98.97 |
| Web-based | Email | 428 | 13 | - | 441 | 0.90 |
| Postal | Postal | 64 | - | - | 64 | 0.13 |
| Total | | 26808 | 578 | 21754 | 49140 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 48635 |
| Calls Responded to | : 9474 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------|------------|------------------------------|---------------|------------|
| Telephone based | - | - | 138946 | 138946 | 99.51 |
| Web-based | 428 | 13 | - | 441 | 0.32 |
| Postal | 241 | - | - | 241 | 0.17 |
| Total | 669 | 13 | 138946 | 139628 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Children (under 18) | - | 3 | 3 | 4.22 |
| Young persons (19-25) | 3 | 50 | 53 | 74.65 |
| Adults (26 and over) | 1 | 14 | 15 | 21.13 |
| Total | 4 | 67 | 71 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|--------------|------------|------------------------------|--------------|------------|
| Telephone-based | 0 - 6 | 484 | - | - | 484 | 0.99 |
| | 7 - 9 | 8772 | - | - | 8772 | 18.03 |
| | 10 -12 | 15168 | - | - | 15168 | 31.19 |
| | 13 - 15 | 1892 | - | - | 1892 | 3.89 |
| | 16 - 17 | 287 | - | - | 287 | 0.60 |
| | 18+ | 278 | - | - | 278 | 0.57 |
| | Unknown | 21754 | - | - | 21754 | 44.73 |
| | Total | 48635 | - | - | 48635 | 100 |
| In-person | 0 - 6 | 5 | - | - | 5 | 1.13 |
| | 7 - 9 | 12 | - | - | 12 | 2.72 |
| | 10 -12 | 141 | - | - | 141 | 31.97 |
| | 13 - 15 | 212 | - | - | 212 | 48.08 |
| | 16 - 17 | 54 | - | - | 54 | 12.35 |
| | 18+ | - | 14 | - | 14 | 3.17 |
| | Unknown | - | - | 3 | 3 | 0.68 |
| | Total | 424 | 14 | 3 | 441 | 100 |

Gender of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|--------------|--------------|------------|
| Telephone-based | Male | 16545 | 16545 | 34.02 |
| | Female | 15033 | 15033 | 30.91 |
| | Unknown | 17057 | 17057 | 35.07 |
| | Total | 48635 | 48635 | 100 |
| Web-based | Male | 92 | 92 | 20.96 |
| | Female | 347 | 347 | 79.04 |
| | Total | 439 | 439 | 100 |

Reasons for contact

| | | Number | % |
|-------------------------------|-----------------------------------|--------------------|------------|
| Telephone-based | Abuse and Violence | 899 | 9.56 |
| | Homelessness/Runaways/Basic needs | 46 | 0.49 |
| | Peer Relationships | 3177 | 33.78 |
| | School Related | 479 | 5.09 |
| | Child substance use and abuse | 279 | 2.97 |
| | Sexuality | 253 | 2.69 |
| | Family Relationships | 1530 | 16.27 |
| | Psycho-social, mental health | 1072 | 11.40 |
| | Physical health | 300 | 3.19 |
| | Information requested | 1369 | 14.56 |
| | Total | 9404 | 100 |
| | Web-based | Abuse and Violence | 56 |
| Peer relationships | | 117 | 32.23 |
| School related | | 15 | 4.13 |
| Child substance use and abuse | | 13 | 3.58 |
| Sexuality | | 10 | 2.75 |
| Family Relationships | | 65 | 17.91 |
| Psycho-social, mental health | | 78 | 21.49 |
| Physical health | | 9 | 2.48 |
| Total | | 363 | 100 |

LUXEMBOURG



| | |
|--|------------------------------|
| Name of the helpline | 12345 Kanner-Jugendtelefon |
| Address | Bp 35 L5801 Hspperange |
| Email address | contact@12345kjt.lu |
| General phone number | +352 360870 |
| Fax number | +352 367931 |
| Website address | www.12345kjt.lu |
| Year of establishment | 1992 |
| Telephone number of the helpline | 12345 (8002 5555) |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | National |
| Number of children in accessibility area | 100000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 17:00 | 22:00 |
| Tuesday | 17:00 | 22:00 |
| Wednesday | 17:00 | 22:00 |
| Thursday | 17:00 | 22:00 |
| Friday | 17:00 | 22:00 |
| Saturday | 14:00 | 22:00 |
| Sunday | Closed | Closed |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------|-----------|------------|-------------|------------|----------|------------|
| Full-time | 1 | 100 | - | - | 1 | 33.33 |
| Part-time | - | | 2 | 100 | 2 | 66.67 |
| Total | 1 | 100 | 2 | 100 | 3 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------------------------|------------|------------|------------------------------|------------|------------|
| Telephone-based | Telephone | 445 | 142 | - | 587 | 83.98 |
| Web-based | Web-post and Bulletin Board | 49 | 7 | 56 | 112 | 16.02 |
| Total | | 494 | 149 | 56 | 699 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|------------------------------|
| Attempted Calls : | 1374 |
| Calls answered : | 1921 |
| Calls Responded to : | 587 |

Web-based contacts

| | |
|------------------------------|--------|
| No. of hits to the website : | 449565 |
|------------------------------|--------|

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|------------------------------|------------|
| Telephone based | 10498 | 98.84 |
| Web-based | 123 | 1.16 |
| Total | 10621 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|-----------|------------|
| Adults (26 and over) | 4 | 33 | 37 | 100 |
| Total | 4 | 33 | 37 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|------------|------------|------------|------------|
| Telephone-based | 0 - 6 | 15 | - | 15 | 2.74 |
| | 7 - 9 | 41 | - | 41 | 7.48 |
| | 10 -12 | 126 | - | 126 | 22.99 |
| | 13 - 15 | 175 | - | 175 | 31.93 |
| | 16 - 17 | 88 | - | 88 | 16.06 |
| | Unknown | - | 103 | 103 | 18.80 |
| | Total | 445 | 103 | 548 | 100 |
| Web-based | 10 -12 | 3 | - | 3 | 5.45 |
| | 13 - 15 | 16 | - | 16 | 29.09 |
| | 16 - 17 | 19 | - | 19 | 39.55 |
| | 18+ | 5 | - | 5 | 9.09 |
| | Unknown | 5 | 7 | 12 | 21.82 |
| | Total | 48 | 7 | 55 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|------------|------------------------------|------------|------------|
| Telephone-based | Male | 137 | 33 | - | 170 | 28.96 |
| | Female | 302 | 109 | - | 411 | 70.02 |
| | Unknown | 6 | - | - | 6 | 1.02 |
| | Total | 445 | 142 | - | 587 | 100 |
| In-person | Male | 3 | 2 | 3 | 8 | 14.28 |
| | Female | 36 | 8 | 2 | 46 | 82.15 |
| | Unknown | - | 2 | - | 2 | 3.57 |
| | Total | 39 | 12 | 5 | 56 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|------------|------------|
| Telephone-based | Abuse and Violence | 67 | 11.47 |
| | Homelessness/Runaways/Basic needs | 7 | 1.20 |
| | Peer Relationships | 106 | 18.15 |
| | School Related | 25 | 4.28 |
| | Legal Matters | 2 | 0.35 |
| | Child substance use and abuse | 33 | 5.65 |
| | Sexuality | 86 | 14.72 |
| | Family Relationships | 116 | 19.86 |
| | Psycho-social, mental health | 38 | 6.52 |
| | Physical health | 4 | 0.68 |
| | Information requested | 99 | 16.95 |
| | Discrimination | 1 | 0.17 |
| | Total | 584 | 100 |
| Web-based | Abuse and Violence | 5 | 9.09 |
| | Peer relationships | 9 | 16.36 |
| | School related | 4 | 7.28 |
| | Child substance use and abuse | 1 | 1.82 |
| | Sexuality | 9 | 16.36 |
| | Family Relationships | 6 | 10.91 |
| | Psycho-social, mental health | 14 | 25.45 |
| | Information requested | 7 | 12.73 |
| Total | 55 | 100 | |

MACEDONIA



| | |
|---|---------------------------------------|
| Name of the helpline | SOS Helpline for Children and Youth |
| Address | Kosta Novakovic 22a 1000 Skopje |
| Email address | sos@childresembassy.org.mk |
| General phone number | +3892 2465 376 |
| Fax number | +3892 2463 900 |
| Website address | www.childresembassy.org.mk |
| Year of establishment | 1992 |
| Telephone number of the helpline | 080012222 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 8:00 | 20:00 |
| Tuesday | 8:00 | 20:00 |
| Wednesday | 8:00 | 20:00 |
| Thursday | 8:00 | 20:00 |
| Friday | 8:00 | 20:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Funding information

| | International | | Total | |
|---------------------|---------------|------------|-------------|------------|
| | Euros | % | Euros | % |
| Donor organisations | 8907 | 100 | 8907 | 100 |
| Total | 8907 | 100 | 8907 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 1 | 33.33 | - | - | 1 | 4.76 |
| Volunteers unpaid | 2 | 66.67 | 18 | 100 | 20 | 95.24 |
| Total | 3 | 100 | 18 | 100 | 21 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|------------------------------|------------|------------|------------|------------|
| Telephone-based | Telephone | 282 | 132 | 414 | 94.73 |
| In-person | Walk-in/in person counseling | 12 | 11 | 23 | 5.27 |
| Total | | 294 | 143 | 437 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : n.a. |
| Calls Responded to | : 414 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|--------------|------------|
| Telephone based | 12787 | 1371 | 14158 | 100 |
| Total | 12787 | 1371 | 14158 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|-----------|------------|
| Adults (26 and over) | 3 | 18 | 21 | 100 |
| Total | 3 | 18 | 21 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|-----------------|-----------------|------------|------------|------------|
| Child (no) | School Children | 282 | 68.12 | 282 | 68.12 |
| Adult (no) | Caregivers | 132 | 31.88 | 132 | 31.88 |
| Total | | 414 | 100 | 414 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|---------|------------|------------|------------|------------|
| Telephone-based | 7 - 9 | 8 | 16 | 24 | 5.80 |
| | 10 -12 | 25 | 11 | 36 | 8.70 |
| | 13 - 15 | 31 | 15 | 46 | 11.11 |
| | 16 - 17 | 35 | 17 | 52 | 12.56 |
| | 18+ | 183 | 73 | 256 | 61.83 |
| Total | | 282 | 132 | 414 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|------------|------------|------------|------------|
| Telephone-based | Male | 67 | 31 | 98 | 23.67 |
| | Female | 215 | 101 | 316 | 76.33 |
| | Total | 282 | 132 | 414 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------|------------|------------|
| Telephone-based | Abuse and Violence | 68 | 18.08 |
| | Peer Relationships | 20 | 5.32 |
| | School Related | 28 | 7.45 |
| | Legal Matters | 49 | 13.03 |
| | Child substance use and abuse | 25 | 6.65 |
| | Sexuality | 58 | 15.42 |
| | Family Relationships | 96 | 25.53 |
| | Physical health | 32 | 8.52 |
| | Total | 376 | 100 |

MEXICO



| | |
|---|---|
| Name of the helpline | Acercatel Fundación Casa Alianza Mexico |
| Address | Av. Paseo de la Reforma No 111 Colonia Guerrero Delegacion Cuauhtemoc C.P. 06300, Mexico D.F. |
| Email address | acercatel@avantel.com.mx |
| General phone number | +52 5510 2550 |
| Fax number | +52 5510 2550 ext. 201 |
| Website address | www.acercatel.org.mx |
| Year of establishment | 1999 |
| Telephone number of the helpline | 01 800 110 1010 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|-----------------------------------|----------------|------------|----------------|------------|
| | Euros | % | Euros | % |
| Corporate | 287421 | 28.11 | 287421 | 28.11 |
| Donor organisations | 447708 | 43.78 | 447708 | 43.78 |
| Bi-and multilateral organisations | 287493 | 28.11 | 287493 | 28.11 |
| Total | 1022622 | 100 | 1022622 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------|-----------|------------|-------------|------------|----------|------------|
| Full-time | 4 | 100 | 2 | 100 | 6 | 100 |
| Total | 4 | 100 | 2 | 100 | 6 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | Telephone | 4089 | 9646 | 6908 | 20643 | 100 |
| Total | | 4089 | 9646 | 6908 | 20643 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : 26322 |
| Calls answered | : 20646 |
| Calls Responded to | : 9795 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|------------------------------|------------|
| Telephone based | 169330 | 100 |
| Total | 169330 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|----------|------------|
| Young persons (19-25) | 1 | - | 1 | 16.67 |
| Adults (26 and over) | 3 | 2 | 5 | 83.33 |
| Total | 4 | 2 | 6 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|-------------------|--------------------------|-----------------|------------|--------------|------------|
| Child (no) | School Children | 3496 | 31.79 | 3496 | 31.79 |
| | Street Children/Runaways | 220 | 2.00 | 220 | 2.00 |
| | Child Labourer/Worker | 373 | 3.39 | 373 | 3.39 |
| Adult (no) | Caregivers | 455 | 4.14 | 455 | 4.14 |
| | Concerned Adults | 4257 | 38.71 | 4257 | 38.71 |
| | Parents | 2196 | 19.97 | 2196 | 19.97 |
| Total | | 10997 | 100 | 10997 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | 7 - 9 | 693 | - | - | 693 | 2.63 |
| | 10 -12 | 1986 | - | - | 1986 | 7.55 |
| | 16 - 17 | 1410 | - | - | 1410 | 5.36 |
| | Unknown | - | 9649 | 12584 | 22233 | 84.46 |
| | Total | 4089 | 9649 | 12584 | 26322 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | Male | 1899 | 5925 | - | 7824 | 29.72 |
| | Female | 2190 | 3724 | - | 5914 | 22.47 |
| | Unknown | - | - | 12584 | 12584 | 47.81 |
| | Total | 4089 | 9649 | 12584 | 26322 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 1685 | 9.17 |
| | Commercial Exploitation | 782 | 4.26 |
| | Homelessness/Runaways/Basic needs | 934 | 5.08 |
| | HIV/AIDS Infected/affected children | 829 | 4.51 |
| | Peer Relationships | 1063 | 5.79 |
| | School Related | 633 | 3.45 |
| | Legal Matters | 572 | 3.11 |
| | Child substance use and abuse | 2294 | 12.49 |
| | Differently-abled children | 392 | 2.13 |
| | Sexuality | 2029 | 11.05 |
| | Family Relationships | 3042 | 16.56 |
| | Psycho-social, mental health | 2216 | 12.07 |
| | Physical health | 68 | 0.37 |
| | Information requested | 1828 | 9.96 |
| | Total | 18367 | 100 |

NEPAL



| | |
|--|---------------------------|
| Name of the helpline | CWIN Helpline |
| Address | P.O.Box 4374 Kathmandu |
| Email address | cwin@mos.com.np |
| General phone number | +97714274503 |
| Fax number | +97714278064/ 4282255 |
| Website address | www.cwin.org.np |
| Year of establishment | 1998 |
| Telephone number of the helpline | 4271000 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | Local |
| Number of children in accessibility area | 1000000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 8:00 | 20:00 |
| Tuesday | 8:00 | 20:00 |
| Wednesday | 8:00 | 20:00 |
| Thursday | 8:00 | 20:00 |
| Friday | 8:00 | 20:00 |
| Saturday | 8:00 | 20:00 |
| Sunday | 8:00 | 20:00 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 12 | 54.56 | 8 | 38.19 | 20 | 46.51 |
| Part-time | 3 | 13.69 | 3 | 14.28 | 6 | 13.95 |
| Volunteers paid | 3 | 13.65 | 4 | 19.04 | 7 | 16.28 |
| Volunteers unpaid | 4 | 18.18 | 6 | 28.58 | 10 | 23.26 |
| Total | 22 | 100 | 21 | 100 | 43 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | Telephone | 8664 | 6685 | 491 | 15840 | 100 |
| Total | | 8664 | 6685 | 491 | 15840 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 16040 |
| Calls Responded to | : 16040 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|------------------------------|------------|
| Telephone based | 54760 | 100 |
| Total | 54760 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-------------|-------------|--------------|------------|
| Children (under 18) | 3802 | 4862 | 8664 | 56.45 |
| Young persons (19-25) | 2120 | 2348 | 4468 | 29.11 |
| Adults (26 and over) | 1155 | 1062 | 2217 | 14.44 |
| Total | 7077 | 8272 | 15349 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|--------------------------|-----------------|------------|--------------|------------|
| Child (no) | School Children | 4189 | 27.30 | 4189 | 27.30 |
| | Street Children/Runaways | 3258 | 21.22 | 3258 | 21.22 |
| | Child Labourer/Worker | 1217 | 7.92 | 1217 | 7.92 |
| Adult (no) | Caregivers | 1245 | 8.12 | 1245 | 8.12 |
| | Concerned Adults | 3212 | 20.92 | 3212 | 20.92 |
| | Parents | 2228 | 14.52 | 2228 | 14.52 |
| Total | | 15349 | 100 | 15349 | 100 |









Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | 0 - 6 | - | 348 | 77 | 425 | 2.68 |
| | 7 - 9 | 910 | 822 | 90 | 1822 | 11.51 |
| | 10 -12 | 2062 | 1980 | 100 | 4142 | 26.15 |
| | 13 - 15 | 3691 | 2079 | 123 | 5893 | 37.20 |
| | 16 - 17 | 1161 | 1046 | 77 | 2284 | 14.42 |
| | 18+ | 693 | 341 | 24 | 1058 | 6.68 |
| | Unknown | 147 | 69 | - | 216 | 1.36 |
| | Total | 8664 | 6685 | 491 | 15840 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | Male | 5025 | 3610 | 255 | 8890 | 56.12 |
| | Female | 3379 | 2808 | 226 | 6413 | 40.49 |
| | Unknown | 260 | 267 | 10 | 537 | 3.39 |
| | Total | 8664 | 6685 | 491 | 15840 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | | % |
|-----------------|---------------------|--------------|--|------------|
| Telephone-based | Family | 3606 |  | 22.62 |
| | Extended Family | 3044 |  | 19.11 |
| | Living alone | 2066 |  | 12.96 |
| | Living with friends | 1814 |  | 11.38 |
| | Street | 3269 |  | 20.51 |
| | Shelter | 1032 |  | 6.48 |
| | Other | 568 |  | 3.58 |
| | Unknown | 540 |  | 3.38 |
| | Total | 15939 | | 100 |

Reasons for contact

| | | Number | | % |
|-----------------|-------------------------------------|--------------|--|------------|
| Telephone-based | Abuse and Violence | 2377 | | 14.91 |
| | Commercial Exploitation | 2692 | | 16.88 |
| | Homelessness/Runaways/Basic needs | 1576 | | 9.88 |
| | HIV/AIDS infected/affected children | 648 | | 4.06 |
| | Peer Relationships | 792 | | 4.97 |
| | School Related | 1742 | | 10.93 |
| | Legal Matters | 648 | | 4.06 |
| | Child substance use and abuse | 792 | | 4.97 |
| | Differently-abled children | 274 | | 1.72 |
| | Sexuality | 523 | | 3.28 |
| | Family Relationships | 760 | | 4.77 |
| | Psycho-social, mental health | 666 | | 4.18 |
| | Physical health | 553 | | 3.47 |
| | Information requested | 1584 | | 9.93 |
| | Discrimination | 317 | | 1.99 |
| | Total | 15944 | | 100 |

NETHERLANDS



| | |
|--|---|
| Name of the helpline | De Kindertelefoon |
| Address | Postbus 3332 3502 GH Utrecht |
| Email address | landelijkbureau@kindertelefoon.nl |
| General phone number | +31 302983482 |
| Fax number | +31 302983437 |
| Website address | www.kindertelefoon.nl |
| Year of establishment | 1979 |
| Telephone number of the helpline | 800 202 651 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Number of children in accessibility area | 3700000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 14:00 | 20:00 |
| Tuesday | 14:00 | 20:00 |
| Wednesday | 14:00 | 20:00 |
| Thursday | 14:00 | 20:00 |
| Friday | 14:00 | 20:00 |
| Saturday | 14:00 | 20:00 |
| Sunday | 14:00 | 20:00 |

Funding information

| | National | | Total | |
|--------------|----------------|------------|----------------|------------|
| | Euros | % | Euros | % |
| Self | 2770000 | 100 | 2770000 | 100 |
| Total | 2770000 | 100 | 2770000 | 100 |

Staff structure

| | Unknown (no) | % | Total | % |
|-------------------|--------------|------------|------------|------------|
| Full-time | 21 | 2.68 | 21 | 2.68 |
| Part-time | 22 | 2.81 | 22 | 2.81 |
| Volunteers paid | 700 | 89.40 | 700 | 89.40 |
| Volunteers unpaid | 40 | 5.11 | 40 | 5.11 |
| Total | 783 | 100 | 783 | 100 |

Continuum of contacts

| | | Child (no) | Total | % |
|-----------------|-----------|---------------|---------------|------------|
| Telephone-based | Telephone | 578815 | 578815 | 99.46 |
| Web-based | Chat | 3099 | 3099 | 0.54 |
| Total | | 581914 | 581914 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 578815 |
| Calls Responded to | : 211632 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Total | % |
|--------------|-----------------|-----------------|------------|-------------|------------|---------------|------------|
| Child (no) | School Children | 578815 | 100 | 3099 | 100 | 581914 | 100 |
| Total | | 578815 | 100 | 3099 | 100 | 581914 | 100 |

Age of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|---------------|---------------|------------|
| Telephone-based | Unknown | 211632 | 211632 | 100 |
| | Total | 211632 | 211632 | 100 |
| Web-based | Unknown | 3099 | 3099 | 100 |
| | Total | 3099 | 3099 | 100 |

Gender of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|---------------|---------------|------------|
| Telephone-based | Male | 66479 | 66479 | 31.42 |
| | Female | 122784 | 122784 | 58.02 |
| | Unknown | 22351 | 22351 | 10.56 |
| | Total | 211614 | 211614 | 100 |
| In-person | Male | 451 | 451 | 14.55 |
| | Female | 2422 | 2422 | 78.15 |
| | Unknown | 226 | 226 | 7.30 |
| | Total | 3099 | 3099 | 100 |

Reasons for contact

| | | Number | | % |
|-----------------|------------------------------|---------------|--|------------|
| Telephone-based | Abuse and Violence | 37719 | | 21.80 |
| | Peer relationships | 41668 | | 24.09 |
| | School Related | 10022 | | 5.79 |
| | Sexuality | 38676 | | 22.36 |
| | Family Relationships | 17495 | | 10.11 |
| | Psycho-social, mental health | 9497 | | 5.58 |
| | Physical health | 17541 | | 10.14 |
| | Discrimination | 356 | | 0.21 |
| | Total | 172974 | | 100 |
| Web-based | Abuse and Violence | 641 | | 18.74 |
| | Peer relationships | 808 | | 23.62 |
| | School related | 196 | | 5.73 |
| | Sexuality | 366 | | 10.70 |
| | Family Relationships | 484 | | 14.15 |
| | Psycho-social, mental health | 562 | | 16.42 |
| | Physical health | 364 | | 10.64 |
| | Total | 3421 | | 100 |

NEW ZEALAND



| | |
|--|---|
| Name of the helpline | What's Up? |
| Address | P O Box 56642, Dominion Road Auckland |
| Email address | admin@whatsup.co.nz |
| General phone number | +64-9-630-4144 |
| Fax number | +64-9-630-4840 |
| Website address | www.whatsup.co.nz |
| Year of establishment | 2001 |
| Telephone number of the helpline | 0800 942 87 87 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | n.a. |
| Accessibility | National |
| Number of children in accessibility area | 790000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 12:00 | 24:00 |
| Tuesday | 12:00 | 24:00 |
| Wednesday | 12:00 | 24:00 |
| Thursday | 12:00 | 24:00 |
| Friday | 12:00 | 24:00 |
| Saturday | 12:00 | 24:00 |
| Sunday | 12:00 | 24:00 |

Funding information

| | National | | Total | |
|---------------------|----------------|------------|----------------|------------|
| | Euros | % | Euros | % |
| Individuals | 130,476 | 31.02 | 130,476 | 31.02 |
| Self | 20,750 | 4.93 | 20,750 | 4.93 |
| Government | 14,248 | 3.39 | 14,248 | 3.39 |
| Corporate | 220,395 | 52.40 | 220,395 | 52.40 |
| Donor organisations | 34,729 | 8.26 | 34,729 | 8.26 |
| Total | 420,598 | 100 | 420,598 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-----------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 1 | 14.29 | 2 | 10.52 | 3 | 11.54 |
| Part-time | 2 | 28.57 | 15 | 78.95 | 17 | 65.38 |
| Volunteers paid | 4 | 57.14 | 2 | 10.53 | 6 | 23.08 |
| Total | 7 | 100 | 19 | 100 | 26 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|--------------|------------|--------------|------------|
| Telephone-based | Telephone | 97020 | 466 | 94486 | 100 |
| Total | | 97020 | 466 | 94486 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 267616 |
| Calls answered | : 97486 |
| Calls Responded to | : 12025 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|-----------------|---------------|-------------|---------------|------------|
| Telephone based | 465377 | 2318 | 467695 | 100 |
| Total | 465377 | 2318 | 467695 | 100 |

Who responds to contacts

| | Unknown (no) | % |
|----------------------|--------------|------------|
| Adults (26 and over) | 27 | 100 |
| Total | 27 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|--------------------------|-----------------|------------|--------------|------------|
| Child (no) | School Children | 97354 | 99.86 | 97354 | 99.86 |
| | Street children/Runaways | 132 | 0.14 | 132 | 0.14 |
| Total | | 97486 | 100 | 97486 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|--------------|------------|--------------|------------|
| Telephone-based | 0 - 6 | 263 | - | 263 | 0.29 |
| | 7 - 9 | 1219 | - | 1219 | 1.34 |
| | 10 -12 | 5706 | - | 5706 | 6.28 |
| | 13 - 15 | 7727 | - | 7727 | 8.50 |
| | 16 - 17 | 1522 | - | 1522 | 1.68 |
| | 18+ | 515 | 94 | 609 | 0.68 |
| | Unknown | 73494 | 317 | 73811 | 81.23 |
| | Total | 90446 | 411 | 90857 | 100 |









Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|--------------|------------|---------------------------------|--------------|------------|
| Telephone-based | Male | 5268 | 21 | 11746 | 17035 | 18.75 |
| | Female | 11319 | 63 | 19910 | 31292 | 34.44 |
| | Unknown | 369 | 6 | 42155 | 42530 | 46.81 |
| | Total | 16956 | 90 | 73811 | 90857 | 100 |

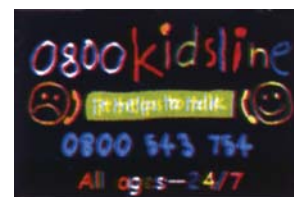
Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|---------------------|--------------|------------|
| Telephone-based | Family | 1444 | 2.66 |
| | Extended Family | 124 | 0.23 |
| | Living alone | 15 | 0.03 |
| | Living with Friends | 48 | 0.09 |
| | Street | 17 | 0.03 |
| | Shelter | 100 | 0.18 |
| | Other | 244 | 0.45 |
| | Unknown | 52350 | 96.33 |
| | Total | 54342 | 100 |

Reasons for contact

| | | Number | | % |
|-----------------|-------------------------------------|--------------|--|------------|
| Telephone-based | Abuse and Violence | 2122 |  | 12.91 |
| | Commercial Exploitation | 21 | | 0.13 |
| | Homelessness/Runaways/Basic needs | 57 | | 0.35 |
| | HIV/AIDS infected/affected children | 3 | | 0.02 |
| | Peer Relationships | 4307 |  | 26.20 |
| | School Related | 525 |  | 3.19 |
| | Legal Matters | 84 | | 0.15 |
| | Child substance use and abuse | 130 | | 0.79 |
| | Sexuality | 993 |  | 6.04 |
| | Family Relationships | 1974 |  | 12.02 |
| | Psycho-social, mental health | 687 |  | 4.18 |
| | Physical health | 312 |  | 1.89 |
| | Information requested | 5221 |  | 31.77 |
| | Total | 16436 | | 100 |

NEW ZEALAND



| | |
|--|---|
| Name of the helpline | “Kidsline” - a service of Lifeline Auckland |
| Address | PO Box 74-010 Market Road Auckland |
| Email address | info@lifeline.org.nz |
| General phone number | +64-9524-3080 |
| Fax number | +64-9524-3092 |
| Website address | www.kidsline.org.nz |
| Year of establishment | 1965 |
| Telephone number of the helpline | 0800-543-754 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | For the child, but not for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 932617 |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|----------------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Individuals | 33393 | 22.83 | 33393 | 22.83 |
| Self | 43221 | 29.55 | 43221 | 29.55 |
| Corporate | 41888 | 28.63 | 41888 | 28.63 |
| Donor organisations | 27783 | 18.99 | 27783 | 18.99 |
| Total | 146285 | 100 | 146285 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------------------|-----------|------------|-------------|------------|------------|------------|
| Part-time | 1 | 1.08 | 1 | 0.36 | 2 | 0.53 |
| Volunteers paid | - | - | 1 | 0.36 | 1 | 0.27 |
| Volunteers unpaid | 92 | 98.92 | 279 | 99.28 | 371 | 99.20 |
| Total | 93 | 100 | 281 | 100 | 374 | 100 |

Continuum of contacts

| | | Child (no) | Total | % |
|-----------------|-----------|--------------|--------------|------------|
| Telephone-based | Telephone | 15460 | 15460 | 100 |
| Total | | 15460 | 15460 | 100 |

Telephone contacts per helpline

| | Unknown (no) Child & Adult / |
|----------------------|---------------------------------|
| Attempted Calls : | 61840 |
| Calls answered : | 15460 |
| Calls Responded to : | 7730 |

Web-based contacts

| | |
|------------------------------|-------|
| No. of hits to the website : | 83950 |
|------------------------------|-------|

Total number of contacts since helpline started

| | Child (no) | % |
|-----------------|---------------|------------|
| Telephone based | 170400 | 24.90 |
| Web-based | 514000 | 75.10 |
| Total | 684400 | 100 |

Who responds to contacts

| | Male (no) | % | Female (no) | % | Total | % |
|-----------------------|-----------|------------|-------------|------------|------------|------------|
| Children (under 18) | 31 | 56.36 | 80 | 28.67 | 111 | 33.23 |
| Young persons (19-25) | 6 | 10.91 | 19 | 6.81 | 25 | 7.49 |
| Adults (26 and over) | 18 | 32.73 | 180 | 64.52 | 198 | 59.28 |
| Total | 55 | 100 | 279 | 100 | 334 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|-----------------|-----------------|------------|-------------|------------|
| Child (no) | School children | 7730 | 100 | 7730 | 100 |
| Total | | 7730 | 100 | 7730 | 100 |

Age of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------|
| Telephone-based | 7 - 9 | 618 | 618 | 8.32 |
| | 10 -12 | 2164 | 2164 | 29.13 |
| | 13 - 15 | 2166 | 2166 | 29.15 |
| | 16 - 17 | 232 | 232 | 3.12 |
| | Unknown | 2250 | 2250 | 30.28 |
| | Total | 7430 | 7430 | 100 |

Gender of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------|
| Telephone-based | Male | 2319 | 2319 | 30.00 |
| | Female | 5411 | 5411 | 70.00 |
| | Total | 7730 | 7730 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|-----------------|-------------|------------|
| Telephone-based | Family | 2937 | 37.99 |
| | Extended Family | 78 | 1.01 |
| | Other | 309 | 4.00 |
| | Unknown | 4406 | 57.00 |
| | Total | 7730 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 7730 | 28.90 |
| | HIV/AIDS infected/affected children | 13 | 0.50 |
| | Peer Relationship | 7729 | 28.89 |
| | School Related | 7730 | 28.89 |
| | Legal Matters | 403 | 1.50 |
| | Child substance use and abuse | 46 | 0.17 |
| | Sexuality | 406 | 1.52 |
| | Family Relationships | 609 | 2.28 |
| | Psycho-social, mental health | 1401 | 5.25 |
| | Physical Health | 163 | 0.60 |
| | Information requested | 521 | 1.95 |
| | Total | 26751 | 100 |

NIGERIA

| | |
|---|---|
| Name of the helpline | HDI Child helpline |
| Address | 4B, Little Road, P.O.Box, Sabo-Yaba, Lagos, Nigeria |
| Email address | hudev2001@yahoo.com |
| General phone number | +234 1 4706643 |
| Fax number | +234 1 3425172 |
| Website address | www.hdinigeria.org |
| Year of establishment | 2004 |
| Telephone number of the helpline | +234 1 4706643 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | Local |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 8:00 | 17:00 |
| Tuesday | 8:00 | 17:00 |
| Wednesday | 8:00 | 17:00 |
| Thursday | 8:00 | 17:00 |
| Friday | 8:00 | 17:00 |
| Saturday | 8:00 | 17:00 |
| Sunday | 8:00 | 17:00 |

Funding information

| | International | | Total | |
|-----------------------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Bi-and multilateral organisations | 458000 | 100 | 458000 | 100 |
| Total | 458000 | 100 | 458000 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-----------------|-----------|------------|-------------|------------|----------|------------|
| Full-time | 1 | 100 | 2 | 50 | 3 | 60.00 |
| Volunteers paid | - | - | 2 | 50 | 2 | 40.00 |
| Total | 1 | 100 | 4 | 100 | 5 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|------------|------------|-----------|------------|
| Telephone-based | Telephone | 12 | 3 | 15 | 100 |
| Total | | 12 | 3 | 15 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 15 |
| Calls Responded to | : 15 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|-----------------|------------|------------|-----------|------------|
| Telephone based | 12 | 3 | 15 | 100 |
| Total | 12 | 3 | 15 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|-----------------------|-----------------|------------|-----------|------------|
| Child (no) | Child labourer/Worker | 12 | 80.00 | 12 | 80.00 |
| Adult (no) | Parents | 3 | 20.00 | 3 | 20.00 |
| Total | | 15 | 100 | 15 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|------------|------------|-----------|------------|
| Telephone-based | 7 - 9 | 1 | - | 1 | 6.67 |
| | 10 -12 | 4 | - | 4 | 26.67 |
| | 13 - 15 | 2 | - | 2 | 13.33 |
| | 16 - 17 | 3 | - | 3 | 20.00 |
| | 18+ | 1 | 2 | 3 | 20.00 |
| | Unknown | 1 | 1 | 2 | 13.33 |
| | Total | 12 | 3 | 15 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|------------|------------|-----------|------------|
| Telephone-based | Male | 3 | 1 | 4 | 26.67 |
| | Female | 9 | 2 | 11 | 73.33 |
| | Total | 12 | 3 | 15 | 100 |

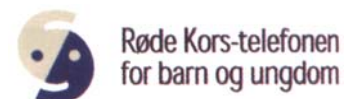
Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|--------------|-----------|------------|
| Telephone-based | Family | 3 | 20.00 |
| | Other | 12 | 80.00 |
| | Total | 15 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------|-----------|------------|
| Telephone-based | Commercial Exploitation | 11 | 73.33 |
| | Family Relationships | 3 | 20.00 |
| | Information requested | 1 | 6.67 |
| | Total | 15 | 100 |

NORWAY



| | |
|--|------------------------------------|
| Name of the helpline | Norwegian Red Cross |
| Address | Pb 1 Gronland 0133 Oslo |
| Email address | NA |
| General phone number | +47 22054000 |
| Fax number | +47 22054014 |
| Website address | www.korspahalsen.no |
| Year of establishment | 1982 |
| Telephone number of the helpline | 800 33321 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Number of children in accessibility area | 450000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 14:00 | 20:00 |
| Tuesday | 14:00 | 20:00 |
| Wednesday | 14:00 | 20:00 |
| Thursday | 14:00 | 20:00 |
| Friday | 14:00 | 20:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Funding information

| | National | | Total | |
|--------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Self | 657470 | 76.93 | 657470 | 76.93 |
| Government | 53793 | 6.29 | 53793 | 6.29 |
| Corporate | 143448 | 16.78 | 143448 | 16.78 |
| Total | 854711 | 100 | 854711 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 1 | 20.00 | 7 | 70.00 | 8 | 53.34 |
| Part-time | 2 | 40.00 | - | - | 2 | 13.33 |
| Volunteers unpaid | 2 | 20.00 | 3 | 30.00 | 5 | 33.33 |
| Total | 5 | 100 | 10 | 100 | 15 | 100 |

Continuum of contacts

| | | Child (no) | Total | % |
|-----------------|-----------|---------------|---------------|------------|
| Telephone-based | Telephone | 206500 | 206500 | 100 |
| Total | | 206500 | 206500 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 203000 |
| Calls answered | : 150000 |
| Calls Responded to | : 56000 |

Age of the concerned child

| | | Child (no) | Total | % |
|-----------------|---------|--------------|--------------|------------|
| Telephone-based | Unknown | 56583 | 56583 | 100 |
| Total | | 56583 | 56583 | 100 |

Gender of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|--------------|--------------|------------|
| Telephone-based | Male | 21414 | 21414 | 37.85 |
| | Female | 30396 | 30396 | 53.72 |
| | Unknown | 4773 | 4773 | 8.43 |
| | Total | 56583 | 56583 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 4568 | 10.05 |
| | School Related | 932 | 2.05 |
| | Legal Matters | 1349 | 2.97 |
| | Child substance use and abuse | 3329 | 7.33 |
| | Sexuality | 28252 | 62.19 |
| | Family Relationships | 675 | 1.49 |
| | Psycho-social, mental health | 4480 | 9.87 |
| | Information requested | 1546 | 3.40 |
| | Discrimination | 293 | 0.65 |
| | Total | 45424 | 100 |

PAKISTAN



| | |
|---|---|
| Name of the helpline | Madadgaar Help Line for Children and Women Suffering from Violence and Abuse |
| Address | Office #201-204, Second Floor, Panorama Center-1, Zaibunissa Street, Saddar Karachi |
| Email address | madadgaar@cyber.net.pk |
| General phone number | +92 21 5685824 |
| Fax number | +92 21 5685938 |
| Website address | www.madadgaar.org |
| Year of establishment | 2001 |
| Telephone number of the helpline | +92 21 111-911-022 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | Local |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 9:00 | 18:00 |
| Tuesday | 9:00 | 18:00 |
| Wednesday | 9:00 | 18:00 |
| Thursday | 9:00 | 18:00 |
| Friday | 9:00 | 18:00 |
| Saturday | 9:00 | 18:00 |
| Sunday | Closed | Closed |

Funding information

| | National | | Total | |
|-----------------------------------|--------------|------------|--------------|------------|
| | Euros | % | Euros | % |
| Bi-and multilateral organisations | 77946 | 100 | 77946 | 100 |
| Total | 77946 | 100 | 77946 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Unknown (no) | % | Total | % |
|-------------------|------------|------------|-------------|------------|--------------|------------|------------|------------|
| Full-time | 9 | 7.96 | 7 | 6.25 | - | | 16 | 5.61 |
| Volunteers paid | 2 | 1.77 | 1 | 0.89 | - | | 3 | 1.05 |
| Volunteers unpaid | 102 | 90.27 | 104 | 92.86 | 60 | 100 | 266 | 93.34 |
| Total | 113 | 100 | 112 | 100 | 60 | 100 | 285 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------------------------|------------|-------------|------------------------------|-------------|------------|
| Telephone-based | Telephone | 370 | 1677 | - | 2047 | 74.76 |
| In-person | Walk-in/in person counseling | - | - | 681 | 691 | 25.24 |
| Total | | 370 | 1677 | 691 | 2738 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 2047 |
| Calls Responded to | : 2047 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|----------|------------|
| Children (under 18) | 1 | 2 | 3 | 33.33 |
| Young persons (19-25) | 1 | 2 | 3 | 33.33 |
| Adults (26 and over) | 1 | 2 | 3 | 33.34 |
| Total | 3 | 6 | 9 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|---------------|-----------------|------------|-------------|------------|
| Child (no) | Child Unknown | 370 | 23.17 | 370 | 23.17 |
| Adult (no) | Caregivers | 125 | 7.83 | 125 | 7.83 |
| | Adult Unknown | 1102 | 69.00 | 1102 | 69.00 |
| Total | | 1597 | 100 | 1597 | 100 |

Reasons for contact

| | | Number | % |
|-----------|-----------------------------------|------------|------------|
| In-person | Abuse and Violence | 153 | 21.70 |
| | Commercial Exploitation | 7 | 1.00 |
| | Homelessness/Runaways/Basic needs | 477 | 67.66 |
| | Family Relationships | 66 | 9.36 |
| | Physical health | 2 | 0.28 |
| | Total | 705 | 100 |

PARAGUAY

| | |
|---|---|
| Name of the helpline | Fono Ayuda -BECA |
| Address | Teniente Alcides Gonzales 1144c/ Encarnación Asuncion |
| Email address | beca@sce.cnc.una.py |
| General phone number | +595 21 559 200 |
| Fax number | +595 21 556 990 |
| Website address | n.a. |
| Year of establishment | 2002 |
| Telephone number of the helpline | 021 559 200 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | National |

Opening hours

| | Opening time | Closing time |
|------------------|--------------|--------------|
| Monday | 8:00 | 14:00 |
| Tuesday | 8:00 | 14:00 |
| Wednesday | 8:00 | 14:00 |
| Thursday | 8:00 | 14:00 |
| Friday | 8:00 | 14:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Funding information

| | National | | International | | Total | |
|--|-------------|------------|---------------|------------|-------------|------------|
| | Euros | % | Euros | % | Euros | % |
| Individual | 2744 | 100 | - | - | 2744 | 45.48 |
| Bi-and multilateral organisations | - | - | 3290 | 100 | 3290 | 54.52 |
| Total | 2744 | 100 | 3290 | 100 | 6034 | 100 |

Staff structure

| | Female (no) | % | Total | % |
|--------------------------|-------------|------------|-----------|------------|
| Part-time | 3 | 27.27 | 3 | 27.27 |
| Volunteers unpaid | 8 | 72.73 | 8 | 72.73 |
| Total | 11 | 100 | 11 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|------------|------------|
| Telephone-based | Telephone | 382 | 382 | 100 |
| Total | | 382 | 382 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 382 |
| Calls Responded to | : 382 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 1853 | 100 |
| Total | 1853 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|---------|---------------------------------|------------|------------|
| Telephone-based | Unknown | 278 | 278 | 100 |
| Total | | 278 | 278 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|------------|------------|
| Telephone-based | Male | 104 | 104 | 37.41 |
| | Female | 127 | 127 | 45.68 |
| | Unknown | 47 | 47 | 16.91 |
| | Total | 278 | 278 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------|------------|------------|
| Telephone-based | Abuse and Violence | 258 | 99.23 |
| | Commercial Exploitation | 2 | 0.77 |
| | Total | 260 | 100 |

PERU



| | |
|--|---------------------------------------|
| Name of the helpline | Fundación ANAR Perú |
| Address | Montero Rosas 166 Barranco Lima |
| Email address | fundacionanar@anarperu.org |
| General phone number | +51 1 251 5204 ext. 301 |
| Fax number | +51 1 251 5104 ext. 305 |
| Website address | www.anarperu.org |
| Year of establishment | 1998 |
| Telephone number of the helpline | 0800 222 10 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | n.a. |
| Accessibility | National |
| Number of children in accessibility area | 10717754 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 9:00 | 21:00 |
| Tuesday | 9:00 | 21:00 |
| Wednesday | 9:00 | 21:00 |
| Thursday | 9:00 | 21:00 |
| Friday | 9:00 | 21:00 |
| Saturday | 9:00 | 17:00 |
| Sunday | Closed | Closed |

Funding information

| | National | | National | | Total | |
|--------------|--------------|------------|--------------|------------|---------------|------------|
| | Euros | % | Euros | % | Euros | % |
| Self | 79439 | 100 | 23553 | 100 | 102992 | 100 |
| Total | 79439 | 100 | 23553 | 100 | 102992 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | - | - | 2 | 11.76 | 2 | 5.40 |
| Part-time | 2 | 10 | 6 | 35.29 | 8 | 21.63 |
| Volunteers unpaid | 18 | 90 | 9 | 52.94 | 27 | 72.97 |
| Total | 20 | 100 | 17 | 100 | 37 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|-------------|-------------|------------------------------|--------------|------------|
| Telephone-based | Telephone | 3106 | 3641 | 22476 | 29223 | 100 |
| Total | | 3106 | 3641 | 22476 | 29223 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 29231 |
| Calls Responded to | : 6755 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-------------|-------------|------------------------------|--------------|------------|
| Telephone based | 7525 | 6315 | 22484 | 29231 | 100 |
| Total | 7525 | 6315 | 22484 | 29231 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Young persons (19-25) | 5 | 19 | 24 | 64.86 |
| Adults (26 and over) | 2 | 11 | 13 | 35.14 |
| Total | 7 | 30 | 37 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|-------------------|---------------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 2197 | 32.56 | 2197 | 32.56 |
| | Street children/Run aways | 3 | 0.04 | 3 | 0.04 |
| | Child labourer/Worker | 154 | 2.28 | 154 | 2.28 |
| | Child Unknown | 752 | 11.15 | 752 | 11.15 |
| Adult (no) | Concerned Adults | 664 | 9.84 | 664 | 9.84 |
| | Parents | 566 | 8.39 | 566 | 8.39 |
| | Adult Unknown | 2411 | 35.74 | 2411 | 35.74 |
| Total | | 6747 | 100 | 6747 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|-------------|-------------|------------|
| Telephone-based | 0 - 6 | 26 | 255 | 281 | 4.16 |
| | 7 - 9 | 138 | 149 | 287 | 4.25 |
| | 10 -12 | 542 | 185 | 727 | 10.76 |
| | 13 - 15 | 1218 | 250 | 1468 | 21.74 |
| | 16 - 17 | 1182 | 182 | 1364 | 20.19 |
| | 18+ | - | 2576 | 2576 | 38.13 |
| | Unknown | 8 | 44 | 52 | 0.77 |
| | Total | 3114 | 3641 | 6755 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------------------------|-------------|------------|
| Telephone-based | Male | 918 | 1871 | - | 2789 | 41.28 |
| | Female | 2187 | 1738 | - | 3925 | 58.11 |
| | Unknown | 1 | 32 | 8 | 41 | 0.61 |
| | Total | 3106 | 3641 | 8 | 6755 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 802 | 20.10 |
| | Commercial Exploitation | 4 | 0.10 |
| | Homelessness/Runaways/Basic needs | 251 | 6.29 |
| | HIV/AIDS infected/affected children | 39 | 0.98 |
| | Peer relationships | 385 | 9.65 |
| | School Related | 196 | 4.91 |
| | Legal Matters | 935 | 23.43 |
| | Child substance use and abuse | 204 | 5.11 |
| | Sexuality | 540 | 13.53 |
| | Family Relationships | 124 | 3.11 |
| | Psycho-social, mental health | 345 | 8.65 |
| | Physical health | 73 | 1.83 |
| | Information requested | 92 | 2.31 |
| | Total | 3990 | 100 |

PHILIPPINES



| | |
|---|--|
| Name of the helpline | Bantay Bata 163 |
| Address | ABS-CBN Foundation Inc. Mother Ignacia cor E. Lopez Avenue Quezon City |
| Email address | bb hotline@abs.pinoycentral.com |
| General phone number | +632 4156307-09 |
| Fax number | +632 4156309/ 4110847 |
| Website address | www.bantaybata163.com |
| Year of establishment | 1997 |
| Telephone number of the helpline | 163 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | Regional |
| Opening hours | 24 hours, daily |

Costs per helpline

| | National | | Total | |
|-----------------------|----------------|---------------|----------------|---------------|
| | Euros | % | Euros | % |
| Fundraising | 345682 | 27.00 | 345682 | 27.00 |
| Advocacy | 75856 | 5.80 | 75856 | 5.80 |
| Helpline | 792391 | 61.80 | 792391 | 61.80 |
| Administration | 69322 | 5.40 | 69322 | 5.40 |
| Total | 1283252 | 100.00 | 1283252 | 100.00 |

Funding information

| | National | | International | | Total | |
|----------------------------|---------------|------------|---------------|------------|----------------|------------|
| | Euros | % | Euros | % | Euros | % |
| Individual | 247287 | 38.00 | 166851 | 44.00 | 414138 | 40.00 |
| Self | 65792 | 10.00 | - | - | 65792 | 7.00 |
| Government | 45683 | 7.00 | - | - | 45683 | 5.00 |
| Corporate | 287504 | 43.00 | 3403 | 1.00 | 290907 | 28.00 |
| Donor organisations | 10105 | 2.00 | 204594 | 55.00 | 214700 | 20.00 |
| Total | 656373 | 100 | 374849 | 100 | 1031222 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|------------|------------|
| Full-time | 26 | 68.00 | 113 | 70.00 | 139 | 69.00 |
| Part-time | 6 | 13.00 | 12 | 8.00 | 17 | 9.00 |
| Volunteers unpaid | 7 | 19.00 | 36 | 22.00 | 43 | 22.00 |
| Total | 38 | 100 | 161 | 100 | 199 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------------------------|------------|------------|------------------------------|---------------|------------|
| Telephone-based | Telephone | - | - | 962402 | 962402 | 99.80 |
| In-person | Outreach based counseling | - | - | 88 | 88 | 0.08 |
| | Walk-in/in person counseling | - | - | 738 | 738 | 0.07 |
| Postal | Postal | - | - | 15 | 15 | 0.01 |
| Web-based | Email | - | 45 | - | 45 | 0.04 |
| Total | | - | 45 | 963243 | 963288 | 100 |

Telephone contacts per helpline

| | Unknown (no) Child & Adult / |
|----------------------|---------------------------------|
| Attempted Calls : | 1566050 |
| Calls answered : | 962402 |
| Calls Responded to : | 23802 |

Who responds to contacts

| | Male (no) | % | Female (no) | % | Total | % |
|-----------------------|-----------|------------|-------------|------------|------------|------------|
| Young persons (19-25) | 47 | 67.00 | 24 | 19.00 | 71 | 36.00 |
| Adults (26 and over) | 23 | 33.00 | 103 | 81.00 | 126 | 64.00 |
| Total | 70 | 100 | 127 | 100 | 197 | 100 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Total | % |
|--------------|----------------------------|-----------------|------------|-----------|------------|-------------|------------|
| Child (no) | School children | 1083 | 94.60 | 47 | 100.00 | 1130 | 94.80 |
| | Street children / Runaways | 45 | 3.90 | - | - | 45 | 3.78 |
| | Child labourer / Worker | 17 | 1.50 | - | - | 17 | 1.42 |
| Total | | 1145 | 100 | 47 | 100 | 1192 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|-------------|------------|
| Telephone-based | 0 - 6 | 423 | 423 | 36.87 |
| | 7 - 9 | 258 | 258 | 22.50 |
| | 10 -12 | 196 | 196 | 17.08 |
| | 13 - 15 | 144 | 144 | 12.56 |
| | 16 - 17 | 38 | 38 | 3.32 |
| | 18+ | 11 | 11 | 0.95 |
| | Unknown | 77 | 77 | 6.72 |
| | Total | 1147 | 1147 | 100 |
| Web-based | 0 - 6 | 18 | 18 | 38.29 |
| | 7 - 9 | 5 | 5 | 10.64 |
| | 10 -12 | 2 | 2 | 4.26 |
| | 13 - 15 | 5 | 5 | 10.64 |
| | 16 - 17 | 1 | 1 | 2.12 |
| | 18+ | 2 | 2 | 4.26 |
| | Unknown | 14 | 14 | 29.79 |
| | Total | 47 | 47 | 100 |
| Postal | 0 - 6 | 3 | 3 | 20.00 |
| | 7 - 9 | 3 | 3 | 20.00 |
| | 18+ | 1 | 1 | 6.67 |
| | Unknown | 8 | 8 | 53.33 |
| | Total | 15 | 15 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|-------------|------------|
| Telephone-based | Male | 573 | 573 | 49.95 |
| | Female | 567 | 567 | 49.43 |
| | Unknown | 7 | 7 | 0.62 |
| | Total | 1147 | 1147 | 100 |
| Web-based | Male | 21 | 21 | 44.68 |
| | Female | 22 | 22 | 46.80 |
| | Unknown | 4 | 4 | 8.52 |
| | Total | 47 | 47 | 100 |
| Postal | Male | 4 | 4 | 26.66 |
| | Female | 11 | 11 | 73.34 |
| | Total | 15 | 15 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|------------------------|-----------------|-------------|------------|
| Telephone-based | Family | 2459 | 71.99 |
| | Extended Family | 789 | 23.09 |
| | Living alone | 149 | 4.36 |
| | Other | 19 | 0.56 |
| | Total | 3416 | 100 |
| Web-based | Family | 3 | 6.38 |
| | Extended Family | 24 | 51.07 |
| | Unknown | 20 | 42.55 |
| | Total | 47 | 100 |
| Postal | Family | 1 | 7.00 |
| | Extended Family | 1 | 7.00 |
| | Other | 13 | 86.00 |
| | Total | 15 | 100 |

Reasons for contact

| | | Number | % |
|-----------------------------------|-----------------------------------|--------------------|------------|
| Telephone-based | Abuse and Violence | 813 | 41.55 |
| | Commercial Exploitation | 86 | 4.40 |
| | Homelessness/Runaways/Basic needs | 208 | 10.62 |
| | School Related | 53 | 2.71 |
| | Legal Matters | 140 | 7.15 |
| | Child substance use and abuse | 55 | 2.81 |
| | Differently-abled children | 5 | 0.25 |
| | Family Relationships | 267 | 13.64 |
| | Psycho-social, mental health | 61 | 3.12 |
| | Information requested | 226 | 11.55 |
| | Discrimination | 43 | 2.20 |
| | Total | 1957 | 100 |
| | Web-based | Abuse and Violence | 34 |
| Commercial Exploitation | | 6 | 13.04 |
| Homelessness/Runaways/Basic needs | | 1 | 2.18 |
| Family relationships | | 1 | 2.18 |
| Psycho-social, mental health | | 3 | 6.52 |
| Physical Health | | 1 | 2.18 |
| Total | | 46 | 100 |

PORTUGAL



| | |
|--|--|
| Name of the helpline | SOS Crianca |
| Address | Av da Igreja 523 Dt. 1700-239 Lisboa |
| Email address | soscrianca@net.sapo.pt |
| General phone number | +351 21 7931617 |
| Fax number | +351 21 7931869 |
| Website address | www.iacrianca.pt |
| Year of establishment | 1988 |
| Telephone number of the helpline | 800 202 651 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | For the child, but not for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 1660000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 9:00 | 18:00 |
| Tuesday | 9:00 | 18:00 |
| Wednesday | 9:00 | 18:00 |
| Thursday | 9:00 | 18:00 |
| Friday | 9:00 | 18:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Funding information

| | National | | Total | |
|--------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Government | 111585 | 45.90 | 111585 | 45.90 |
| Corporate | 137000 | 55.10 | 137000 | 55.10 |
| Total | 248585 | 100 | 248585 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | - | | 6 | 12 | 6 | 9.53 |
| Volunteers paid | 13 | 100 | 40 | 80 | 53 | 84.12 |
| Volunteers unpaid | - | | 4 | 8 | 4 | 6.35 |
| Total | 13 | 100 | 50 | 100 | 63 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------------------------|------------|-------------|------------------------------|-------------|------------|
| Telephone-based | Telephone | 303 | 4780 | - | 5083 | 77.41 |
| Web-based | Email | 21 | 46 | - | 67 | 1.02 |
| In-person | Outreach based counseling | - | 1273 | - | 1273 | 19.40 |
| | Walk-in/in person counseling | 55 | - | - | 55 | .83 |
| Postal | Postal | 6 | 38 | 44 | 88 | 1.34 |
| Total | | 385 | 6137 | 44 | 6566 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | n.a. |
| Calls Responded to : | 5125 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|------------------------------|------------|
| Telephone based | 49454 | 83.36 |
| In-person | 1454 | 2.45 |
| Postal | 1274 | 2.18 |
| Other | 7144 | 12.01 |
| Total | 59326 | 100 |

Who responds to contacts

| | Female (no) | % |
|-----------------------|-------------|------------|
| Young persons (19-25) | 53 | 90 |
| Adults (26 and over) | 6 | 10 |
| Total | 59 | 100 |

Profile of the contact

| | | Telephone-based | % | In-person | % | Total | % |
|--------------|------------------|-----------------|------------|-------------|------------|-------------|------------|
| Child (no) | School Children | 42 | 1.03 | 88 | 6.23 | 130 | 2.37 |
| Adult (no) | Caregivers | 234 | 5.75 | 1319 | 93.41 | 1553 | 28.33 |
| | Concerned Adults | 2017 | 49.56 | - | - | 2017 | 36.80 |
| | Parents | 1776 | 43.65 | 5 | .36 | 1781 | 32.50 |
| Total | | 4069 | 100 | 1412 | 100 | 5481 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|-------------|---------------------------------|-------------|------------|
| Telephone-based | 0 - 6 | - | - | 3460 | 3460 | 67.51 |
| | 7 - 9 | - | - | 784 | 784 | 15.30 |
| | 10 -12 | - | - | 379 | 379 | 7.40 |
| | 13 - 15 | - | - | 300 | 300 | 5.85 |
| | 16 - 17 | - | - | 192 | 192 | 3.75 |
| | Unknown | - | - | 10 | 10 | .19 |
| | Total | - | - | 5125 | 5125 | 100 |
| In-person | 0 - 6 | 5 | 15 | - | 20 | 1.51 |
| | 7 - 9 | 18 | 140 | - | 158 | 11.90 |
| | 10 -12 | 10 | 682 | - | 692 | 52.10 |
| | 13 - 15 | 18 | 415 | - | 433 | 32.61 |
| | 16 - 17 | 2 | 21 | - | 23 | 1.73 |
| | 18+ | 2 | - | - | 2 | .15 |
| | Total | 55 | 1273 | - | 1328 | 100 |
| Postal | Unknown | 27 | 84 | - | 111 | 100 |
| | Total | 27 | 84 | - | 111 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|-------------|---------------------------------|-------------|------------|
| Telephone-based | Male | - | - | 1453 | 1453 | 28.35 |
| | Female | - | - | 1684 | 1684 | 32.85 |
| | Unknown | - | - | 1988 | 1988 | 38.80 |
| | Total | - | - | 5125 | 5125 | 100 |
| In-person | Male | 17 | 706 | - | 723 | 54.44 |
| | Female | 38 | 567 | - | 605 | 45.56 |
| | Total | 55 | 1273 | - | 1328 | 100 |
| Postal | Unknown | 27 | 84 | - | 111 | 100 |
| | Total | 27 | 84 | - | 111 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|------------------------|-----------------|-------------|------------|
| Telephone-based | Family | 1880 | 36.69 |
| | Extended Family | 270 | 5.26 |
| | Unknown | 2975 | 58.05 |
| | Total | 5125 | 100 |
| In-person | Family | 54 | 4.07 |
| | Extended Family | 1 | 0.07 |
| | Unknown | 1273 | 95.86 |
| | Total | 1328 | 100 |
| Postal | Unknown | 111 | 100 |
| | Total | 111 | 100 |

Reasons for contact

| | | Number | % |
|-------------------------------|-----------------------------------|--------------------|------------|
| Telephone-based | Abuse and Violence | 1778 | 32.47 |
| | Commercial Exploitation | 1155 | 21.09 |
| | Homelessness/Runaways/Basic needs | 148 | 2.70 |
| | School Related | 20 | 0.36 |
| | Child substance use and abuse | 5 | 0.09 |
| | Differently-abled children | 21 | 0.38 |
| | Sexuality | 40 | 0.73 |
| | Family Relationships | 284 | 5.19 |
| | Psycho-social, mental health | 238 | 4.35 |
| | Physical health | 645 | 11.78 |
| | Information requested | 1142 | 20.86 |
| | Total | 5476 | 100 |
| | In-person | Abuse and Violence | 493 |
| Commercial Exploitation | | 59 | 3.01 |
| Peer relationships | | 3 | 0.15 |
| School related | | 1292 | 65.99 |
| Child substance use and abuse | | 107 | 5.46 |
| Psycho-social, mental health | | 4 | 0.20 |
| Total | | 1958 | 100 |

ROMANIA

| | |
|---|--|
| Name of the helpline | Linia Verde Pentru Protectia Copilului |
| Address | Sos. Stefan cel Mare, nr. 3-5 Sector 2 Bucharest |
| Email address | telefonulcopilului@gmail.com |
| General phone number | +40 21 212 3344 |
| Fax number | +40 21 212 3344 |
| Website address | www.telefonulcopilului.ro |
| Year of establishment | 2001 |
| Telephone number of the helpline | 0800 8 200 200 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 8:00 | 20:00 |
| Tuesday | 8:00 | 20:00 |
| Wednesday | 8:00 | 20:00 |
| Thursday | 8:00 | 20:00 |
| Friday | 8:00 | 20:00 |
| Saturday | 8:00 | 20:00 |
| Sunday | 8:00 | 20:00 |

Funding information

| | National | | Total | |
|--------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Government | 100000 | 100.00 | 100000 | 100.00 |
| Total | 100000 | 100 | 100000 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | - | - | 1 | 6.25 | 1 | 4.17 |
| Part-time | 4 | 50 | 7 | 43.75 | 11 | 45.83 |
| Volunteers unpaid | 4 | 50 | 8 | 50.00 | 12 | 50.00 |
| Total | 8 | 100 | 16 | 100 | 24 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|-------------|------------|
| Telephone-based | Telephone | 1556 | 1556 | 100.00 |
| Total | | 1556 | 1556 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : n.a. |
| Calls Responded to | : 1556 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|----------|------------|
| Adults (26 and over) | 2 | 6 | 8 | 100 |
| Total | 2 | 6 | 8 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 156 | 10.03 | 156 | 10.03 |
| | Adult (no) | 156 | 10.03 | 156 | 10.03 |
| | Caregivers | 591 | 37.98 | 591 | 37.98 |
| | Concerned Adults | 653 | 41.96 | 653 | 41.96 |
| | Parents | 653 | 41.96 | 653 | 41.96 |
| Total | | 1556 | 100 | 1556 | 100 |

RUSSIA

| | |
|---|--------------------------------------|
| Name of the helpline | Gavrosh Helpline |
| Address | Leninsky ave. 89 119313 Moscow |
| Email address | cpmssuz@mtu-net.ru |
| General phone number | +74957358484 |
| Fax number | +74951328931 |
| Website address | www.schools.keldysh.ru/cpmssuz |
| Year of establishment | 2004 |
| Telephone number of the helpline | 735 8484 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | Not toll-free |
| Accessibility | Local |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 14:00 | 20:00 |
| Tuesday | 14:00 | 20:00 |
| Wednesday | 14:00 | 20:00 |
| Thursday | 14:00 | 20:00 |
| Friday | 14:00 | 20:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Staff structure

| | Unknown (no) | % | Total | % |
|-------------------|--------------|------------|-----------|------------|
| Full-time | 3 | 30.00 | 3 | 30.00 |
| Volunteers unpaid | 7 | 70.00 | 7 | 70.00 |
| Total | 10 | 100 | 10 | 100 |

Continuum of contacts

| | | Child (no) | Total | % |
|-----------------|-----------|-------------|-------------|------------|
| Telephone-based | Telephone | 1045 | 1045 | 100 |
| Total | | 1045 | 1045 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 1359 |
| Calls answered | : 1045 |
| Calls Responded to | : 986 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|------------|------------|------------|------------|
| Telephone-based | 18+ | 24 | - | 24 | 2.43 |
| | Unknown | 916 | 46 | 962 | 97.57 |
| | Total | 940 | 46 | 986 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|------------|------------|
| Telephone-based | Male | 370 | 370 | 37.53 |
| | Female | 616 | 616 | 62.47 |
| | Total | 986 | 986 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 60 | 3.67 |
| | Homelessness/Runaways/Basic needs | 4 | 0.25 |
| | Peer relationships | 473 | 28.95 |
| | School Related | 266 | 16.28 |
| | Child substance use and abuse | 4 | 0.24 |
| | Sexuality | 268 | 16.40 |
| | Family Relationships | 274 | 16.77 |
| | Psycho-social, mental health | 12 | 0.73 |
| | Physical health | 7 | 0.43 |
| | Information requested | 234 | 14.32 |
| | Discrimination | 32 | 1.96 |
| | Total | 1634 | 100 |

RUSSIA

| | |
|---|--|
| Name of the helpline | Hot Line For Children, Teenagers And Their Parents |
| Address | St. Parkovaya, 2 685000 Magadan |
| Email address | zhencentr@kolyma.ru |
| General phone number | +7 41322 20616 |
| Fax number | +7 41322 20612 |
| Website address | n.a. |
| Year of establishment | 2002 |
| Telephone number of the helpline | +7 41322 20878 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | Local |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 10:00 | 22:00 |
| Tuesday | 10:00 | 22:00 |
| Wednesday | 10:00 | 22:00 |
| Thursday | 10:00 | 22:00 |
| Friday | 10:00 | 22:00 |
| Saturday | 10:00 | 22:00 |
| Sunday | 10:00 | 22:00 |

Staff structure

| | Unknown (no) | % | Total | % |
|-------------------|--------------|------------|-----------|------------|
| Full-time | 1 | 5.26 | 1 | 5.26 |
| Part-time | 2 | 10.53 | 2 | 10.53 |
| Volunteers paid | 7 | 36.84 | 7 | 36.84 |
| Volunteers unpaid | 9 | 47.57 | 9 | 47.57 |
| Total | 19 | 100 | 19 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|-------------|------------|
| Telephone-based | Telephone | 1643 | 1643 | 100 |
| Total | | 1643 | 1643 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 1817 |
| Calls answered | : 1643 |
| Calls Responded to | : 1643 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------|---------------------------------|-------------|------------|
| Telephone-based | 18+ | 442 | - | - | 442 | 26.90 |
| | Unknown | 622 | 425 | 154 | 1201 | 73.10 |
| | Total | 1064 | 425 | 154 | 1643 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|-------------|------------|
| Telephone-based | Male | 312 | 312 | 18.98 |
| | Female | 1010 | 1010 | 61.47 |
| | Unknown | 321 | 321 | 19.55 |
| | Total | 1643 | 1643 | 100 |

Reasons for contact

| | | Number | | % |
|------------------------|-----------------------------------|-------------|--|------------|
| Telephone-based | Abuse and Violence | 247 | | 18.26 |
| | Commercial Exploitation | 33 | | 2.44 |
| | Homelessness/Runaways/Basic needs | 16 | | 1.18 |
| | Peer Relationships | 181 | | 13.37 |
| | School Related | 131 | | 9.68 |
| | Legal Matters | 49 | | 3.63 |
| | Child substance use and abuse | 33 | | 2.44 |
| | Differently-abled children | 17 | | 1.26 |
| | Sexuality | 35 | | 2.58 |
| | Family Relationships | 183 | | 13.53 |
| | Psycho-social, mental health | 148 | | 10.94 |
| | Physical health | 49 | | 3.62 |
| | Information requested | 215 | | 15.89 |
| | Discrimination | 16 | | 1.18 |
| | Total | 1353 | | 100 |

RUSSIA

| | |
|---|--|
| Name of the helpline | Telephone of the teenager's social-psychological support |
| Address | 70a Street Elizarovich Hobby Center - Tomsk |
| Email address | telefon@hobby.tomsk.ru |
| General phone number | +7 83822 244432 |
| Fax number | +7 83822 244345 |
| Website address | n.a. |
| Year of establishment | 1996 |
| Telephone number of the helpline | +7 83822 244432 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | n.a. |
| Accessibility | Regional |

Opening hours

| | Opening time | Closing time |
|------------------|--------------|--------------|
| Monday | 11:00 | 21:00 |
| Tuesday | 11:00 | 21:00 |
| Wednesday | 11:00 | 21:00 |
| Thursday | 11:00 | 21:00 |
| Friday | 11:00 | 21:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Staff structure

| | Unknown (no) | % | Total | % |
|--------------------------|--------------|------------|-----------|------------|
| Part-time | 5 | 11.12 | 5 | 11.12 |
| Volunteers paid | 20 | 44.44 | 20 | 44.44 |
| Volunteers unpaid | 20 | 44.44 | 20 | 44.44 |
| Total | 45 | 100 | 45 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|-------------|------------|
| Telephone-based | Telephone | 1576 | 1576 | 100 |
| Total | | 1576 | 1576 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 1800 |
| Calls answered | : 1576 |
| Calls Responded to | : 1576 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|-------------|------------|
| Telephone-based | Male | 428 | 428 | 27.16 |
| | Female | 1024 | 1024 | 64.97 |
| | Unknown | 124 | 124 | 7.87 |
| | Total | 1576 | 1576 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 210 | 13.32 |
| | Commercial Exploitation | 31 | 1.97 |
| | Peer relationships | 350 | 22.20 |
| | School Related | 250 | 15.87 |
| | Legal Matters | 215 | 13.64 |
| | Child substance use and abuse | 10 | 0.63 |
| | Differently-abled children | 25 | 1.59 |
| | Sexuality | 150 | 9.52 |
| | Family Relationships | 210 | 13.33 |
| | Psycho-social, mental health | 75 | 4.75 |
| | Physical health | 50 | 3.18 |
| | Total | 1576 | 100 |

SLOVAKIA



| | |
|--|---|
| Name of the helpline | Linka detskej istory pri SV UNICEF |
| Address | Grösslingova 6, P.O. Box 52 810 00 Bratislava |
| Email address | ldi@unicef.sk |
| General phone number | +421 2 5292 7518 |
| Fax number | +421 2 5296 5084 |
| Website address | www.unicef.sk/ldi |
| Year of establishment | 1996 |
| Telephone number of the helpline | 0800 112 112 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Number of children in accessibility area | 1300000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 17:00 | 21:00 |
| Tuesday | 17:00 | 21:00 |
| Wednesday | 17:00 | 21:00 |
| Thursday | 17:00 | 21:00 |
| Friday | 17:00 | 21:00 |
| Saturday | 17:00 | 21:00 |
| Sunday | 17:00 | 21:00 |

Funding information

| | National | | Total | |
|---------------------|---------------|------------|---------------|------------|
| | Euros | % | Euros | % |
| Individual | 2106 | 2.04 | 2106 | 2.04 |
| Corporate | 99446 | 96.50 | 99446 | 96.50 |
| Donor organisations | 1501 | 1.46 | 1501 | 1.46 |
| Total | 103053 | 100 | 103053 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-----------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | - | - | 2 | 2.63 | 2 | 2.40 |
| Part-time | - | - | 1 | 1.32 | 1 | 1.21 |
| Volunteers paid | 7 | 100 | 73 | 96.05 | 80 | 96.39 |
| Total | 7 | 100 | 76 | 100 | 83 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|---------------------------|------------------------------|--------------|------------|
| Telephone-based | Telephone | 68307 | 68307 | 96.10 |
| Web-based | Chat | 1370 | 1370 | 1.92 |
| In-person | Outreach based counseling | 1408 | 1408 | 1.98 |
| Total | | 71085 | 71085 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|------------------------------|
| Attempted Calls : | 68307 |
| Calls answered : | 59108 |
| Calls Responded to : | 9199 |

Web-based contacts

| | | | |
|----------------------------|---|--------|------|
| No. of hits to the website | : | Number | 1370 |
|----------------------------|---|--------|------|

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|------------------------------|------------|
| Telephone based | 1003460 | 100 |
| Total | 1003460 | 100 |

Who responds to contacts

| | Female (no) | % |
|----------------------|-------------|------------|
| Adults (26 and over) | 30 | 100 |
| Total | 30 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|-------------|------------|
| Telephone-based | 0 - 6 | 62 | 62 | 0.67 |
| | 7 - 9 | 672 | 672 | 7.30 |
| | 13 - 15 | 5083 | 5083 | 55.26 |
| | 16 - 17 | 2475 | 2475 | 26.91 |
| | 18+ | 907 | 907 | 9.86 |
| | Total | 9199 | 9199 | 100 |
| Web-based | Unknown | 1408 | 1408 | 100 |
| | Total | 1408 | 1408 | 100 |
| In-person | Unknown | 114 | 114 | 100 |
| | Total | 114 | 114 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|-------------|------------|
| Telephone-based | Male | 2568 | 2568 | 27.92 |
| | Female | 6631 | 6631 | 72.08 |
| | Total | 9199 | 9199 | 100 |
| In-person | Female | 73 | 73 | 64.04 |
| | Unknown | 41 | 41 | 35.96 |
| | Total | 114 | 114 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|--------------|-------------|------------|
| Telephone-based | Family | 9187 | 99.87 |
| | Unknown | 12 | 0.13 |
| | Total | 9199 | 100 |
| In-person | Family | 114 | |
| | Total | 114 | 100 |

Reasons for contact

| | | Number | % |
|-------------------------------|-------------------------------|----------------|------------|
| Telephone-based | Abuse and Violence | 586 | 3.96 |
| | Peer relationships | 5386 | 36.48 |
| | School Related | 1795 | 12.16 |
| | Legal Matters | 486 | 3.29 |
| | Child substance use and abuse | 432 | 2.93 |
| | Sexuality | 762 | 5.16 |
| | Family Relationships | 2601 | 17.61 |
| | Psycho-social, mental health | 2151 | 14.57 |
| | Physical health | 484 | 3.28 |
| | Discrimination | 83 | 0.56 |
| | Total | 14766 | 100 |
| | In-person | School related | 7 |
| Legal Matters | | 105 | 40.69 |
| Child substance use and abuse | | 2 | 0.78 |
| Family Relationships | | 138 | 53.49 |
| Psycho-social, mental health | | 6 | 2.33 |
| Total | | 258 | 100 |

SLOVENIA



| | |
|--|--|
| Name of the helpline | TOM - National Telephone Network in Slovenia |
| Address | Miklosiceva 16 1000 Ljubljana |
| Email address | info@zpms.si |
| General phone number | +386 1 23 96 720 |
| Fax number | +386 1 23 96 722 |
| Website address | www.zpms.si |
| Year of establishment | 1990 |
| Telephone number of the helpline | 080 1234 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | n.a. |
| Accessibility | National |
| Number of children in accessibility area | 400000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 12:00 | 20:00 |
| Tuesday | 12:00 | 20:00 |
| Wednesday | 12:00 | 20:00 |
| Thursday | 12:00 | 20:00 |
| Friday | 12:00 | 20:00 |
| Saturday | 12:00 | 20:00 |
| Sunday | 12:00 | 20:00 |

Funding information

| | National | | Total | |
|--------------|--------------|------------|--------------|------------|
| | Euros | % | Euros | % |
| Individuals | 102 | 0.24 | 102 | 0.24 |
| Self | 871 | 2.10 | 871 | 2.10 |
| Government | 39610 | 95.60 | 39610 | 95.60 |
| Corporate | 850 | 2.06 | 850 | 2.06 |
| Total | 41433 | 100 | 41433 | 100 |

Staff structure

| | Unknown (no) | % | Total | % |
|-------------------|--------------|------------|------------|------------|
| Full-time | 1 | 0.47 | 1 | 0.47 |
| Volunteers paid | 10 | 4.79 | 10 | 4.79 |
| Volunteers unpaid | 198 | 94.74 | 198 | 94.74 |
| Total | 209 | 100 | 209 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|--------------|------------|
| Telephone-based | Telephone | 60032 | 60032 | 100.00 |
| Total | | 60032 | 60032 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|---------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 60032 |
| Calls Responded to : | 10854 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 241200 | 100 |
| Total | 241200 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|------------|------------|
| Adults (26 and over) | 20 | 188 | 208 | 100 |
| Total | 20 | 188 | 208 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|--------------|------------|
| Telephone-based | 0 - 6 | 60 | 60 | 0.55 |
| | 7 - 9 | 279 | 279 | 2.58 |
| | 10 -12 | 1845 | 1845 | 16.99 |
| | 13 - 15 | 2792 | 2792 | 25.73 |
| | 16 - 17 | 1004 | 1004 | 9.25 |
| | 18+ | 902 | 902 | 8.31 |
| | Unknown | 3972 | 3972 | 36.59 |
| | Total | 10854 | 10854 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|--------------|------------|
| Telephone-based | Male | 3716 | 3716 | 34.24 |
| | Female | 6523 | 6523 | 60.10 |
| | Unknown | 615 | 615 | 5.66 |
| | Total | 10854 | 10854 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 885 | 6.32 |
| | Homelessness/Runaways/Basic needs | 35 | 0.24 |
| | HIV/AIDS infected/affected children | 72 | 0.52 |
| | Peer Relationships | 4074 | 29.08 |
| | School Related | 1105 | 7.89 |
| | Child substance use and abuse | 379 | 2.70 |
| | Sexuality | 3336 | 23.80 |
| | Family Relationships | 1559 | 11.14 |
| | Psycho-social, mental health | 2168 | 15.48 |
| | Physical health | 202 | 1.44 |
| | Information requested | 196 | 1.39 |
| | Total | 14011 | 100 |

SOUTH AFRICA



| | |
|---|---|
| Name of the helpline | ChildLine (South Africa) |
| Address | 32 Chicks Drive 4051 Durban North |
| Email address | childlinesa@iafrica.com |
| General phone number | +27 315635718 |
| Fax number | +27 31 5635718 |
| Website address | n.a. |
| Year of establishment | 1986 |
| Telephone number of the helpline | 08000 55555 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|--|----------------|------------|----------------|------------|
| | Euros | % | Euros | % |
| Individual | 69,064 | 11.17 | 69,064 | 11.17 |
| Self | 94,178 | 15.23 | 94,178 | 15.23 |
| Government | 156,963 | 25.38 | 156,963 | 25.38 |
| Corporate | 188,355 | 30.46 | 188,355 | 30.46 |
| Donor organisations | 78,481 | 12.69 | 78,481 | 12.69 |
| Bi-and multilateral organisations | 31,393 | 5.07 | 31,393 | 5.07 |
| Total | 618,434 | 100 | 618,434 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|------------------------------|---------------------------------|---------------|------------|
| Telephone-based | Telephone | 845621 | 845621 | 98.36 |
| Web-based | Email | 200 | 200 | 0.02 |
| In-person | Outreach based counseling | 1356 | 1356 | 0.16 |
| | Walk-in/in person counseling | 12564 | 12564 | 1.46 |
| Total | | 859741 | 859741 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | n.a. |
| Calls answered | 845621 |
| Calls Responded to | 84562 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|--------------|------------|
| Telephone-based | 0 - 6 | 21140 | 21140 | 25.00 |
| | 7 - 9 | 8456 | 8456 | 10.00 |
| | 10 -12 | 8456 | 8456 | 10.00 |
| | 13 - 15 | 21140 | 21140 | 25.00 |
| | 16 - 17 | 21140 | 21140 | 25.00 |
| | 18+ | 4228 | 4228 | 5.00 |
| | Total | 84560 | 84560 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|--------------|------------|
| Telephone-based | Male | 25368 | 25368 | 33.33 |
| | Female | 38053 | 38053 | 50.00 |
| | Unknown | 12684 | 12684 | 16.67 |
| | Total | 76105 | 76105 | 100 |

Reasons for contact

| | | Number | | % |
|-----------------|-------------------------------------|--------------|--|------------|
| Telephone-based | Abuse and Violence | 16912 | | 24.69 |
| | Commercial Exploitation | 4228 | | 6.18 |
| | Homelessness/Runaways/Basic needs | 4228 | | 6.18 |
| | HIV/AIDS infected/affected children | 4228 | | 6.18 |
| | Peer relationships | 8456 | | 12.35 |
| | School Related | 8456 | | 12.35 |
| | Legal Matters | 4228 | | 6.18 |
| | Child substance use and abuse | 1691 | | 2.46 |
| | Differently-abled children | 845 | | 1.23 |
| | Sexuality | 6765 | | 9.87 |
| | Family Relationships | 4228 | | 6.18 |
| | Psycho-social, mental health | 845 | | 1.23 |
| | Physical health | 845 | | 1.23 |
| | Information requested | 1691 | | 2.46 |
| | Discrimination | 845 | | 1.23 |
| | Total | 68491 | | 100 |

SPAIN



| | |
|--|--|
| Name of the helpline | Telefono Anar |
| Address | Avenida de America 24 1a Planta 28028 Madrid |
| Email address | telefono@anar.org |
| General phone number | +34917262700 |
| Fax number | +34917267600 |
| Website address | www.anar.com |
| Year of establishment | 1994 |
| Telephone number of the helpline | 900202010/917260101 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | For the child, but not for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 7504473 |
| Opening hours | 24 hours, daily |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 1 | 33.33 | 16 | 32.65 | 17 | 32.69 |
| Volunteers paid | 2 | 66.67 | 30 | 61.23 | 32 | 61.54 |
| Volunteers unpaid | - | - | 3 | 6.12 | 3 | 5.77 |
| Total | 3 | 100 | 49 | 100 | 52 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 168409 |
| Calls answered | : 84649 |
| Calls Responded to | : 6689 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|-----------------|----------------|--------------|----------------|------------|
| Telephone based | 1149151 | 37347 | 1186498 | 100 |
| Total | 1149151 | 37347 | 1186498 | 100 |

Who responds to contacts

| | Female (no) | % |
|-----------------------|-------------|------------|
| Young persons (19-25) | 2 | 16.66 |
| Adults (26 and over) | 10 | 83.34 |
| Total | 12 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|-------------------|--------------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 2447 | 36.58 | 2447 | 36.58 |
| | Street children/Runaways | 102 | 1.52 | 102 | 1.52 |
| Adult (no) | Caregivers | 38 | 0.57 | 38 | 0.57 |
| | Concerned Adults | 1533 | 22.92 | 1533 | 22.92 |
| | Parents | 2569 | 38.41 | 2569 | 38.41 |
| Total | | 6689 | 100 | 6689 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|------------------------|--------------|-------------|-------------|-------------|------------|
| Telephone-based | 0 - 6 | 8 | 1035 | 1043 | 15.59 |
| | 7 - 9 | 83 | 562 | 645 | 9.64 |
| | 10 -12 | 337 | 661 | 998 | 14.92 |
| | 13 - 15 | 988 | 1084 | 2072 | 30.97 |
| | 16 - 17 | 1076 | 704 | 1780 | 26.60 |
| | 18+ | 59 | 24 | 83 | 1.24 |
| | Unknown | - | 70 | 70 | 1.04 |
| | Total | 2551 | 4140 | 5125 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|------------------------|--------------|-------------|-------------|-------------|------------|
| Telephone-based | Male | 653 | 2041 | 2694 | 40.26 |
| | Female | 1898 | 2037 | 3935 | 58.81 |
| | Unknown | - | 62 | 62 | 0.93 |
| | Total | 2551 | 4140 | 6691 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|---------------------|-------------|------------|
| Telephone-based | Family | 5844 | 87.26 |
| | Extended Family | 299 | 4.46 |
| | Living alone | 10 | 0.15 |
| | Living with friends | 37 | 0.55 |
| | Shelter | 182 | 2.72 |
| | Other | 22 | 0.33 |
| | Unknown | 303 | 4.53 |
| | Total | 6697 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 4924 | 27.43 |
| | Commercial Exploitation | 53 | 0.26 |
| | Homelessness/Runaways/Basic needs | 678 | 3.78 |
| | HIV/AIDS infected/affected children | 12 | 0.07 |
| | Peer Relationships | 787 | 4.38 |
| | School Related | 1512 | 8.42 |
| | Legal Matters | 1120 | 6.24 |
| | Child substance use and abuse | 500 | 2.78 |
| | Sexuality | 364 | 2.03 |
| | Family Relationships | 4484 | 24.98 |
| | Psycho-social, mental health | 2854 | 15.90 |
| | Information requested | 408 | 2.27 |
| | Discrimination | 262 | 1.46 |
| | Total | 17958 | 100 |

SWEDEN



| | |
|--|--|
| Name of the helpline | BRIS |
| Address | Karlavagen 121 SE-115 26 Stockholm |
| Email address | info@bris.se |
| General phone number | +46 8 59888800 |
| Fax number | +46 8 59888801 |
| Website address | www.bris.se |
| Year of establishment | 1971 |
| Telephone number of the helpline | 0200 230 230 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | For the child, but not for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 1934239 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 15:00 | 21:00 |
| Tuesday | 15:00 | 21:00 |
| Wednesday | 15:00 | 21:00 |
| Thursday | 15:00 | 21:00 |
| Friday | 15:00 | 21:00 |
| Saturday | 15:00 | 18:00 |
| Sunday | 15:00 | 18:00 |

Funding information

| | National | | Total | |
|---------------------|-------------|------------|-------------|------------|
| | Euros | % | Euros | % |
| Individual | 1393 | 31.58 | 1393 | 31.58 |
| Self | 122 | 2.76 | 122 | 2.76 |
| Government | 613 | 13.90 | 613 | 13.90 |
| Corporate | 2039 | 46.23 | 2039 | 46.23 |
| Donor organisations | 244 | 5.53 | 244 | 5.53 |
| Total | 4411 | 100 | 4411 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|------------|------------|
| Full-time | 12 | 19.67 | 20 | 4.67 | 32 | 6.54 |
| Part-time | - | - | 13 | 3.03 | 13 | 2.66 |
| Volunteers unpaid | 49 | 80.33 | 395 | 92.30 | 444 | 90.80 |
| Total | 61 | 100 | 428 | 100 | 489 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------------------------|---------------|-------------|---------------|------------|
| Telephone-based | Telephone | 100596 | 2137 | 102733 | 85.87 |
| Web-based | Email | 10114 | - | 10114 | 8.45 |
| | Web-post and Bulletin Board | 6800 | - | 6800 | 5.68 |
| Total | | 117510 | 2137 | 119647 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 475819 |
| Calls answered | : 102733 |
| Calls Responded to | : 16587 |

Web-based contacts

| | | | |
|----------------------------|---|--------|--------|
| No. of hits to the website | : | Number | 345928 |
|----------------------------|---|--------|--------|

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|-----------------|----------------|--------------|----------------|------------|
| Telephone based | 1100000 | 50000 | 1150000 | 94.50 |
| Web-based | 67000 | - | 67000 | 5.50 |
| Total | 1167000 | 50000 | 1217000 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|------------|------------|
| Adults (26 and over) | 58 | 416 | 474 | 100 |
| Total | 58 | 416 | 474 | 100 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Total | % |
|-------------------|------------------|-----------------|------------|--------------|------------|--------------|------------|
| Child (no) | School Children | 14450 | 87.15 | 10023 | 100 | 24473 | 91.99 |
| Adult (no) | Caregivers | 103 | 0.62 | - | - | 103 | 0.39 |
| | Concerned Adults | 699 | 4.22 | - | - | 699 | 2.63 |
| | Parents | 1329 | 8.01 | - | - | 1329 | 4.99 |
| Total | | 16581 | 100 | 10023 | 100 | 26604 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|------------------------|--------------|--------------|-------------|--------------|------------|
| Telephone-based | 0 - 6 | 36 | 449 | 485 | 2.92 |
| | 7 - 9 | 578 | 338 | 916 | 5.52 |
| | 10 -12 | 4133 | 414 | 4547 | 27.41 |
| | 13 - 15 | 5828 | 511 | 6339 | 38.22 |
| | 16 - 17 | 2443 | 213 | 2656 | 16.01 |
| | 18+ | 376 | 75 | 451 | 2.72 |
| | Unknown | 1056 | 137 | 1193 | 7.20 |
| | Total | 14450 | 2137 | 16587 | 100 |
| Web-based | 0 - 6 | 28 | - | 28 | 0.36 |
| | 7 - 9 | 39 | - | 39 | 0.51 |
| | 10 -12 | 916 | - | 916 | 11.92 |
| | 13 - 15 | 3776 | - | 3776 | 49.15 |
| | 16 - 17 | 2079 | - | 2079 | 27.06 |
| | 18+ | 827 | - | 827 | 10.76 |
| | Unknown | 18 | - | 18 | 0.23 |
| | Total | 7683 | - | 7683 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|------------------------|--------------|--------------|-------------|--------------|------------|
| Telephone-based | Male | 3849 | 955 | 4804 | 28.96 |
| | Female | 10534 | 1068 | 11602 | 69.95 |
| | Unknown | 67 | 114 | 181 | 1.09 |
| | Total | 14450 | 2137 | 16587 | 100 |
| Web-based | Male | 970 | - | 970 | 12.63 |
| | Female | 6695 | - | 6695 | 87.14 |
| | Unknown | 18 | - | 18 | 0.23 |
| | Total | 7683 | - | 7683 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|------------------------|-----------------|--------------|------------|
| Telephone-based | Family | 5512 | 33.23 |
| | Extended Family | 597 | 3.60 |
| | Living alone | 113 | 0.68 |
| | Shelter | 149 | 0.90 |
| | Other | 3112 | 18.76 |
| | Unknown | 7104 | 42.83 |
| | Total | 16587 | 100 |
| In-person | Family | 1274 | 16.58 |
| | Extended Family | 192 | 2.50 |
| | Living alone | 17 | 0.22 |
| | Shelter | 18 | 0.23 |
| | Other | 798 | 10.39 |
| | Unknown | 5384 | 70.08 |
| | Total | 7683 | 100 |

Reasons for contact

| | | Number | % |
|-------------------------------|-------------------------------|--------------------|------------|
| Telephone-based | Abuse and Violence | 5995 | 22.86 |
| | Peer Relationships | 3593 | 13.70 |
| | School Related | 718 | 2.74 |
| | Legal Matters | 253 | 0.97 |
| | Child substance use and abuse | 426 | 1.62 |
| | Sexuality | 2172 | 8.28 |
| | Family Relationships | 6488 | 24.74 |
| | Psycho-social, mental health | 5291 | 20.17 |
| | Physical health | 402 | 1.53 |
| | Information requested | 651 | 2.48 |
| | Discrimination | 238 | 0.91 |
| | Total | 26227 | 100 |
| | In-person | Abuse and Violence | 1641 |
| Peer Relationships | | 2420 | 17.03 |
| School Related | | 388 | 2.73 |
| Legal Matters | | 35 | 0.25 |
| Child substance use and abuse | | 182 | 1.28 |
| Sexuality | | 730 | 5.14 |
| Family Relationships | | 2604 | 18.32 |
| Psycho-social, mental health | | 5615 | 39.51 |
| Physical health | | 164 | 1.15 |
| Information requested | | 388 | 2.72 |
| Discrimination | | 46 | 0.32 |
| Total | | 14213 | 100 |

TRINIDAD AND TOBAGO



| | |
|--|---|
| Name of the helpline | ChildLine Trinidad and Tobago |
| Address | 1 Robinson Ville Belmont Port of Spain |
| Email address | agellineau@childlinett.com |
| General phone number | +1 868 624 0402 |
| Fax number | +1 868 627 6844 |
| Website address | n.a. |
| Year of establishment | 2002 |
| Telephone number of the helpline | 800 4321 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | n.a. |
| Accessibility | National |
| Number of children in accessibility area | 375000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 12:00 | 20:00 |
| Tuesday | 12:00 | 20:00 |
| Wednesday | 12:00 | 20:00 |
| Thursday | 12:00 | 20:00 |
| Friday | 12:00 | 20:00 |
| Saturday | 12:00 | 20:00 |
| Sunday | Closed | Closed |

Costs per helpline

| | National | | Total | |
|--------------|--------------|---------------|--------------|---------------|
| | Euros | % | Euros | % |
| Other | 67778 | 100.00 | 67778 | 100.00 |
| Total | 67778 | 100.00 | 67778 | 100.00 |

Funding information

| | National | | Total | |
|--------------|--------------|------------|--------------|------------|
| | Euros | % | Euros | % |
| Self | 5022 | 10.00 | 5022 | 10.00 |
| Corporate | 45199 | 90.00 | 45199 | 90.00 |
| Total | 50221 | 100 | 50221 | 100 |

Staff structure

| | Female (no) | % | Unknown (no) | % | Total | % |
|-------------------|-------------|------------|--------------|------------|-----------|------------|
| Full-time | 1 | 100 | - | - | 1 | 1.89 |
| Volunteers unpaid | - | - | 52 | 100 | 52 | 98.11 |
| Total | 1 | 100 | 52 | 100 | 53 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|-------------|------------|------------------------------|-------------|------------|
| Telephone-based | Telephone | 1982 | 142 | 991 | 3115 | 100 |
| Total | | 1982 | 142 | 991 | 3115 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 3115 |
| Calls Responded to : | 3115 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-------------|-------------|------------------------------|--------------|------------|
| Telephone based | 8756 | 2654 | 3851 | 15261 | 100 |
| Total | 8756 | 2654 | 3851 | 15261 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|------------------|-----------------|------------|--------------|------------|
| Child (no) | School Children | 8756 | 76.62 | 8756 | 76.62 |
| Adult (no) | Caregivers | 1586 | 13.88 | 1586 | 13.88 |
| | Concerned Adults | 823 | 7.20 | 823 | 7.20 |
| | Parents | 263 | 2.30 | 263 | 2.30 |
| Total | | 11428 | 100 | 11428 | 100 |

Age of the concerned child

| | | Child (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|-------------|------------------------------|-------------|------------|
| Telephone-based | 0 - 6 | 16 | - | 16 | 0.50 |
| | 7 - 9 | 36 | - | 36 | 1.14 |
| | 10 -12 | 99 | - | 99 | 3.10 |
| | 13 - 15 | 437 | - | 437 | 13.73 |
| | 16 - 17 | 1484 | - | 1484 | 46.60 |
| | 18+ | 269 | - | 269 | 8.45 |
| | Unknown | - | 843 | 843 | 26.48 |
| | Total | 2341 | 843 | 3184 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|-------------|------------|-------------|------------|
| Telephone-based | Male | 416 | 56 | 472 | 22.19 |
| | Female | 1497 | 158 | 1655 | 77.81 |
| | Total | 1913 | 214 | 2127 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 309 | 15.58 |
| | Homelessness/Runaways/Basic needs | 107 | 5.39 |
| | HIV/AIDS infected/affected children | 19 | 0.96 |
| | Peer Relationships | 197 | 9.94 |
| | School Related | 95 | 4.79 |
| | Child substance use and abuse | 25 | 1.26 |
| | Sexuality | 262 | 13.22 |
| | Family Relationships | 41 | 2.06 |
| | Psycho-social, mental health | 106 | 5.35 |
| | Information requested | 822 | 41.45 |
| | Total | 1983 | 100 |

UKRAINE

| | |
|---|-----------------------------------|
| Name of the helpline | The Odessa Samaritans-Peer Line |
| Address | 66 Bolshaya Arnautskaya Odessa |
| Email address | n.a. |
| General phone number | +375 48 722-17-44 |
| Fax number | n.a. |
| Website address | n.a. |
| Year of establishment | 1997 |
| Telephone number of the helpline | 22 17 44 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | Local |



Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 17:00 | 20:00 |
| Tuesday | 17:00 | 20:00 |
| Wednesday | 17:00 | 20:00 |
| Thursday | 17:00 | 20:00 |
| Friday | 17:00 | 20:00 |
| Saturday | 17:00 | 20:00 |
| Sunday | 17:00 | 20:00 |

Funding information

| | National | | Total | |
|--------------|-----------|------------|-----------|------------|
| | Euros | % | Euros | % |
| Corporate | 31 | 100 | 31 | 100 |
| Total | 31 | 100 | 31 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-----------------|-----------|------------|-------------|------------|-----------|------------|
| Volunteers paid | 4 | 100 | 11 | 100 | 15 | 100 |
| Total | 4 | 100 | 11 | 100 | 15 | 100 |

Continuum of contacts

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|---------------------------------|------------|------------|
| Telephone-based | Telephone | 393 | 393 | 100 |
| Total | | 393 | 393 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|----------------------|---------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 393 |
| Calls Responded to : | n.a. |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Children (under 18) | - | 2 | 2 | 13.33 |
| Young persons (19-25) | 3 | 9 | 12 | 80.00 |
| Adults (26 and over) | 1 | - | 1 | 6.67 |
| Total | 4 | 11 | 15 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|------------|---------------------------------|------------|------------|
| Telephone-based | 7 - 9 | 9 | - | - | 9 | 2.28 |
| | 10 -12 | 5 | - | - | 5 | 1.28 |
| | 13 - 15 | 20 | - | - | 20 | 5.08 |
| | 16 - 17 | 42 | - | - | 42 | 10.66 |
| | 18+ | - | 146 | - | 146 | 37.05 |
| | Unknown | 23 | - | 149 | 172 | 43.65 |
| | Total | 99 | 146 | 149 | 394 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------|------------|---------------------------------|------------|------------|
| Telephone-based | Male | 46 | 51 | 11 | 108 | 39.42 |
| | Female | 52 | 95 | 19 | 166 | 60.58 |
| | Total | 98 | 146 | 30 | 274 | 100 |

Reasons for contact

| | | Number | % |
|------------------------|-------------------------------------|------------|------------|
| Telephone-based | Abuse and Violence | 23 | 13.94 |
| | Homelessness/Runaways/Basic needs | 2 | 1.21 |
| | HIV/AIDS infected/affected children | 5 | 3.03 |
| | Peer Relationships | 26 | 15.75 |
| | School Related | 23 | 13.94 |
| | Legal Matters | 6 | 3.64 |
| | Sexuality | 10 | 6.06 |
| | Family Relationships | 32 | 19.39 |
| | Psycho-social, mental health | 8 | 4.85 |
| | Physical health | 2 | 1.22 |
| | Information requested | 28 | 16.97 |
| | Total | 165 | 100 |

UNITED KINGDOM

| | |
|--|---|
| Name of the helpline | Cymru - Wales Child Protection Helpline |
| Address | Maes y Ffynnon, Penrhosgarnedd, Bangor Gwynedd LL57 3TY Wales |
| Email address | helplinecymru@nspcc.org.uk |
| General phone number | +44 1248 370372 |
| Fax number | +44 1248 361085 |
| Website address | www.nspcc.org.uk |
| Year of establishment | 1999 |
| Telephone number of the helpline | 08-08 100 2524 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | For the child, but not for the helpline |
| Accessibility | National |
| Number of children in accessibility area | 1000000 |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 10:00 | 18:00 |
| Tuesday | 10:00 | 18:00 |
| Wednesday | 10:00 | 18:00 |
| Thursday | 10:00 | 18:00 |
| Friday | 10:00 | 18:00 |
| Saturday | Closed | Closed |
| Sunday | Closed | Closed |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 2 | 66.67 | 3 | 23.08 | 5 | 31.25 |
| Part-time | - | - | 9 | 69.23 | 9 | 56.25 |
| Volunteers unpaid | 1 | 33.33 | 1 | 7.69 | 2 | 12.50 |
| Total | 3 | 100 | 13 | 100 | 16 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------|-------------|-------------|-------------|------------|
| Telephone-based | Telephone | 2000 | 6000 | 8000 | 100 |
| Total | | 2000 | 6000 | 8000 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 11500 |
| Calls answered | : 8000 |
| Calls Responded to | : 3000 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Total | % |
|-----------------|-------------|--------------|--------------|------------|
| Telephone based | 7800 | 32000 | 39800 | 96.60 |
| Web-based | 200 | 600 | 800 | 1.94 |
| In-Person | 100 | 250 | 350 | 0.85 |
| Postal | 250 | - | 250 | 0.61 |
| Total | 8350 | 32850 | 41200 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Young persons (19-25) | - | 1 | 1 | 6.67 |
| Adults (26 and over) | 2 | 12 | 14 | 93.33 |
| Total | 2 | 13 | 15 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 2000 | 25.00 | 2000 | 25.00 |
| Adult (no) | Caregivers | 2000 | 25.00 | 2000 | 25.00 |
| | Concerned Adults | 2000 | 25.00 | 2000 | 25.00 |
| | Parents | 2000 | 25.00 | 2000 | 25.00 |
| Total | | 8000 | 100 | 8000 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|--|--------------|-------------|-------------|-------------|------------|
| | 7 - 9 | 200 | - | 200 | 2.50 |
| | 10 -12 | 300 | - | 300 | 3.75 |
| | 13 - 15 | 800 | - | 800 | 10.00 |
| | 16 - 17 | 700 | - | 700 | 8.75 |
| | 18+ | - | 6000 | 6000 | 75.00 |
| | Total | 2000 | 6000 | 8000 | 100 |

Gender of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------|
| Telephone-based | Male | 500 | 500 | 25.00 |
| | Female | 1500 | 1500 | 75.00 |
| | Unknown | - | - | - |
| | Total | 2000 | 2000 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|---------------------|-------------|------------|
| Telephone-based | Family | 1500 | 75.00 |
| | Extended Family | 300 | 15.00 |
| | Living with friends | 180 | 9.00 |
| | Street | 5 | 0.25 |
| | Shelter | 15 | 0.75 |
| | Total | 2000 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|--------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 2000 | 100 |
| | Total | 2000 | 100 |

UNITED KINGDOM

| | |
|---|---|
| Name of the helpline | Runaway Helpline |
| Address | Roebuck House, 284 Upper Richmond Road West SW14 7JE London |
| Email address | help@runawayhelpline.org.uk |
| General phone number | +44 2089384550 |
| Fax number | +44 208 8787752 |
| Website address | www.runawayhelpline.org |
| Year of establishment | 2004 |
| Telephone number of the helpline | 0808 800 70 70 |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | For the child, but not for the helpline |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|-------------------|----------------|------------|----------------|------------|
| | Euros | % | Euros | % |
| Self | 2346359 | 69.29 | 2346359 | 69.29 |
| Government | 1039713 | 30.71 | 1039713 | 30.71 |
| Total | 3386072 | 100 | 3386072 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|------------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | - | | 6 | 10.90 | 6 | 10.17 |
| Part-time | - | | 8 | 14.55 | 8 | 13.56 |
| Volunteers paid | 4 | 100 | 41 | 74.55 | 45 | 76.27 |
| Total | 4 | 100 | 55 | 100 | 59 | 100 |

Continuum of contacts

| | | Child (no) | Total | % |
|-----------------|-----------|-------------|-------------|------------|
| Telephone-based | Telephone | 43460 | 43460 | 100 |
| Total | | 2000 | 8000 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|---------------------------------|
| Attempted Calls | : 48674 |
| Calls answered | : 43460 |
| Calls Responded to | : 5214 |

Total number of contacts since helpline started

| | Child (no) | Total | % |
|-----------------|--------------|--------------|------------|
| Telephone based | 48674 | 48674 | 100.00 |
| Total | 48674 | 48674 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|-----------------------|-----------|-------------|-----------|------------|
| Young persons (19-25) | - | 5 | 5 | 9.09 |
| Adults (26 and over) | 5 | 45 | 50 | 90.91 |
| Total | 5 | 50 | 55 | 100 |

Age of the concerned child

| | | Child (no) | Total | % |
|-----------------|--------------|-------------|-------------|------------|
| Telephone-based | 0-6 | 1 | 1 | 0.03 |
| | 7 - 9 | 33 | 33 | 0.99 |
| | 10 -12 | 375 | 375 | 11.24 |
| | 13 - 15 | 1350 | 1350 | 40.46 |
| | 16 - 17 | 795 | 795 | 23.82 |
| | 18+ | 783 | 783 | 23.46 |
| | Total | 5214 | 5214 | 100 |

Gender of the concerned child

| | | Child (no) | Total | % |
|------------------------|--------------|-------------|-------------|------------|
| Telephone-based | Male | 1736 | 1736 | 33.29 |
| | Female | 2653 | 2653 | 50.89 |
| | Unknown | 825 | 825 | 15.82 |
| | Total | 5214 | 5214 | 100 |

Reasons for contact

| | | Number | % |
|------------------------|------------------------------|-------------|------------|
| Telephone-based | Abuse and Violence | 2462 | 95.54 |
| | Psycho-social, mental health | 115 | 4.46 |
| | Total | 2577 | 100 |

UNITED STATES OF AMERICA



| | |
|---|---|
| Name of the helpline | National Runaway Switchboard |
| Address | 3080 N. Lincoln Ave. IL 60657 Chicago |
| Email address | info@nrscrisisline.org |
| General phone number | +1 773 880 9860 |
| Fax number | +1 773 929 5150 |
| Website address | www.1800RUNAWAY.org |
| Year of establishment | 1970 |
| Telephone number of the helpline | 163 |
| Toll-free status | |
| Landlines | For the child and for the helpline |
| Mobiles | For the child and for the helpline |
| Accessibility | National |
| Opening hours | 24 hours, daily |

Funding information

| | National | | Total | |
|----------------------------|----------------|------------|----------------|------------|
| | Euros | % | Euros | % |
| Individual | 27480 | 1.94 | 27480 | 1.94 |
| Self | 34355 | 2.43 | 34355 | 2.43 |
| Government | 1016909 | 71.84 | 1016909 | 71.84 |
| Corporate | 80510 | 5.69 | 80510 | 5.69 |
| Donor organisations | 256181 | 18.10 | 256181 | 18.10 |
| Total | 1415435 | 100 | 1415435 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------------------|-----------|------------|-------------|------------|------------|------------|
| Full-time | 8 | 16.33 | 10 | 7.63 | 18 | 10.00 |
| Part-time | 1 | 2.04 | 1 | 0.77 | 2 | 1.11 |
| Volunteers unpaid | 40 | 81.63 | 120 | 91.60 | 160 | 88.89 |
| Total | 49 | 100 | 131 | 100 | 180 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Total | % |
|-----------------|-----------------------------|--------------|--------------|---------------|------------|
| Telephone-based | Telephone | 70504 | 41400 | 111904 | 99.54 |
| | Web-based | | | | |
| Web-based | Email | 350 | 25 | 375 | 0.33 |
| | Web-post and Bulletin Board | 120 | - | 120 | 0.11 |
| | Chat | 10 | 10 | 20 | 0.02 |
| Total | | 70984 | 41435 | 112419 | 100 |

Telephone contacts per helpline

| | Unknown (no) Child & Adult / |
|----------------------|---------------------------------|
| Attempted Calls : | n.a. |
| Calls answered : | 111904 |
| Calls Responded to : | 16027 |

Web-based contacts

| | Number |
|------------------------------|---------|
| No. of hits to the website : | 1236726 |
| No. of hits to the library : | 779322 |

Total number of contacts since helpline started

| | Child & Adult / Unknown (no) | % |
|-----------------|---------------------------------|------------|
| Telephone based | 3211904 | 100 |
| Total | 3211904 | 100 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Total | % |
|--------------|----------------------------|-----------------|------------|------------|------------|--------------|------------|
| Child (no) | School children | 6527 | 40.72 | - | - | 6527 | 39.46 |
| | Street children / Runaways | 7978 | 49.78 | 480 | 93.20 | 8458 | 51.13 |
| Adult (no) | Parents | 1521 | 9.50 | 35 | 6.80 | 1556 | 9.41 |
| Total | | 16026 | 100 | 515 | 100 | 16541 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|--------------|--------------|-------------|--------------|------------|
| Telephone-based | 10 -12 | 580 | - | 580 | 3.62 |
| | 13 - 15 | 4061 | - | 4061 | 25.34 |
| | 16 - 17 | 6672 | - | 6672 | 41.64 |
| | 18+ | 3191 | - | 3191 | 19.91 |
| | Unknown | - | 1521 | 1521 | 9.49 |
| | Total | 14504 | 1521 | 16025 | 100 |
| Web-based | Unknown | 480 | 35 | 515 | 100 |
| | Total | 480 | 35 | 515 | 100 |

Gender of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|------------------------|--------------|--------------|-------------|--------------|------------|
| Telephone-based | Male | 3626 | - | 3626 | 22.62 |
| | Female | 10880 | - | 10880 | 67.89 |
| | Unknown | - | 1521 | 1521 | 9.49 |
| | Total | 14506 | 1521 | 16027 | 100 |
| Web-based | Male | 120 | 5 | 125 | 24.27 |
| | Female | 360 | 30 | 390 | 75.73 |
| | Total | 480 | 35 | 515 | 100 |

Who was the concerned child staying with at the time of the contact

| | | Number | % |
|------------------------|---------------------|--------------|------------|
| Telephone-based | Family | 4061 | 25.34 |
| | Extended Family | 1015 | 6.33 |
| | Living with friends | 3585 | 22.37 |
| | Street | 3592 | 22.42 |
| | Shelter | 580 | 3.62 |
| | Other | 292 | 1.82 |
| | Unknown | 2901 | 18.10 |
| | Total | 16026 | 100 |
| Web-based | Unknown | 515 | 100 |
| | Total | 16541 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 1595 | 7.26 |
| | Homelessness/Runaways/Basic needs | 7980 | 36.32 |
| | Peer Relationships | 1740 | 7.92 |
| | School Related | 1305 | 5.94 |
| | Legal Matters | 435 | 1.98 |
| | Child substance use and abuse | 580 | 2.64 |
| | Sexuality | 290 | 1.32 |
| | Family Relationships | 6598 | 30.03 |
| | Psycho-social, mental health | 1160 | 5.28 |
| | Physical Health | 290 | 1.32 |
| | Total | 21973 | 100 |
| Web-based | Abuse and Violence | 24 | 5.49 |
| | Peer Relationships | 58 | 13.27 |
| | School Related | 48 | 10.98 |
| | Legal Matters | 15 | 3.43 |
| | Child substance use and abuse | 20 | 4.58 |
| | Sexuality | 10 | 2.29 |
| | Family relationships | 203 | 46.45 |
| | Psycho-social, mental health | 39 | 8.93 |
| | Physical Health | 10 | 2.29 |
| | Information requested | 10 | 2.29 |
| | Total | 437 | 100 |

UNITED STATES OF AMERICA

| | |
|---|--|
| Name of the helpline | Covenant House Ninline |
| Address | 346 West 17th Street NY 10011 New York |
| Email address | help@ninline.org |
| General phone number | +1 212 727 4021 |
| Fax number | +1 212 989 9098 |
| Website address | www.ninline.org |
| Year of establishment | 1988 |
| Telephone number of the helpline | 800 999 9999 (trafficking hotline: 888 3737 888) |
| Toll-free status | |
| Landlines | For the child, but not for the helpline |
| Mobiles | Not toll-free |
| Accessibility | National |
| Opening hours | 24 hours, daily |



Funding information

| | National | | Total | |
|----------------------------|----------------|------------|----------------|------------|
| | Euros | % | Euros | % |
| Individual | 1288160 | 85.79 | 1288160 | 85.79 |
| Government | 161020 | 10.72 | 161020 | 10.72 |
| Donor organisations | 52332 | 3.49 | 52332 | 3.49 |
| Total | 1501512 | 100 | 1501512 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|--------------------------|-----------|------------|-------------|------------|-----------|------------|
| Full-time | 9 | 64.29 | 18 | 64.29 | 27 | 64.29 |
| Part-time | 4 | 28.57 | 7 | 25.00 | 11 | 26.19 |
| Volunteers paid | - | - | 3 | 10.71 | 3 | 7.14 |
| Volunteers unpaid | 1 | 7.14 | - | - | 1 | 2.38 |
| Total | 14 | 100 | 28 | 100 | 42 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------------------------|--------------|--------------|------------------------------|---------------|------------|
| Telephone-based | Telephone | 7314 | 46428 | 305078 | 358820 | 95.80 |
| Web-based | Email | 700 | 17 | - | 717 | 0.19 |
| | Web-post and Bulletin Board | 12000 | 3000 | - | 15000 | 4.01 |
| Total | | 20014 | 49445 | 305078 | 374537 | 100 |

Telephone contacts per helpline

Web-based contacts

| | Unknown (no) Child & Adult / |
|----------------------|---------------------------------|
| Attempted Calls : | 516809 |
| Calls answered : | 358820 |
| Calls Responded to : | 53742 |

| No. of hits to the website | Number |
|----------------------------|--------|
| : | 415000 |

Who responds to contacts

| | Male (no) | % | Female (no) | % | Total | % |
|----------------------|-----------|------------|-------------|------------|----------|------------|
| Adults (26 and over) | 1 | 100 | 1 | 100 | 2 | 100 |
| Total | 1 | 100 | 1 | 100 | 2 | 100 |

Profile of the contact

| | | Telephone-based | % | Web-based | % | Total | % |
|--------------|------------------|-----------------|------------|--------------|------------|--------------|------------|
| Child (no) | School children | 7314 | 13.95 | 12700 | 80.75 | 20014 | 29.36 |
| Adult (no) | Concerned Adults | 42767 | 81.55 | 3028 | 19.25 | 45795 | 67.18 |
| | Parents | 2360 | 4.50 | - | - | 2360 | 3.46 |
| Total | | 52441 | 100 | 15728 | 100 | 68169 | 100 |

Age of the concerned child

| | | Child (no) | Adult (no) | Total | % |
|-----------------|---------|-------------|--------------|--------------|------------|
| Telephone-based | Unknown | 8014 | 46420 | 54434 | 100 |
| Total | | 8014 | 46420 | 54434 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|------------------------------|--------------|------------|
| Telephone-based | Male | 21558 | 21558 | 39.60 |
| | Female | 32662 | 32662 | 60.00 |
| | Unknown | 213 | 213 | 0.40 |
| | Total | 54433 | 54433 | 100 |

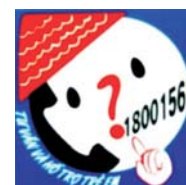
Who was the concerned child staying with at the time of the contact

| | | Number | % |
|-----------------|-----------------|--------------|------------|
| Telephone-based | Family | 43897 | 82.42 |
| | Extended Family | 1803 | 3.39 |
| | Shelter | 250 | 0.47 |
| | Other | 5209 | 9.78 |
| | Unknown | 2100 | 3.94 |
| | Total | 53259 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-----------------------------------|--------------|------------|
| Telephone-based | Abuse and Violence | 2162 | 3.34 |
| | Commercial Exploitation | 2033 | 3.14 |
| | Homelessness/Runaways/Basic needs | 11964 | 18.48 |
| | Peer Relationships | 7267 | 11.22 |
| | School Related | 464 | 0.72 |
| | Legal Matters | 750 | 1.16 |
| | Child substance use and abuse | 5797 | 8.96 |
| | Sexuality | 1767 | 2.73 |
| | Family Relationships | 9220 | 14.25 |
| | Psycho-social, mental health | 19902 | 30.75 |
| | Information requested | 1562 | 2.42 |
| | Discrimination | 1833 | 2.83 |
| | Total | 64721 | 100 |

VIETNAM



| | |
|---|--|
| Name of the helpline | Child Helpline in Vietnam |
| Address | Room 405, 12 Ngo Tat To Street, Ba Dinh District Hanoi |
| Email address | minh.buiquang@plan-international.org |
| General phone number | +844 514 6952 |
| Fax number | +844 856 4706 |
| Website address | n.a. |
| Year of establishment | 2004 |
| Telephone number of the helpline | 558 7777 |
| Toll-free status | |
| Landlines | Not toll-free |
| Mobiles | Not toll-free |
| Accessibility | Local |

Opening hours

| | Opening time | Closing time |
|-----------|--------------|--------------|
| Monday | 7:00 | 21:00 |
| Tuesday | 7:00 | 21:00 |
| Wednesday | 7:00 | 21:00 |
| Thursday | 7:00 | 21:00 |
| Friday | 7:00 | 21:00 |
| Saturday | 7:00 | 21:00 |
| Sunday | 7:00 | 21:00 |

Funding information

| | National | | International | | Total | |
|---------------------|--------------|------------|---------------|------------|---------------|------------|
| | VND | % | VND | % | VND | % |
| Government | 20255 | 100 | - | - | 20255 | 9.89 |
| Donor organisations | - | - | 184595 | 100 | 184595 | 90.11 |
| Total | 20255 | 100 | 184595 | 100 | 204850 | 100 |

Staff structure

| | Male (no) | % | Female (no) | % | Total | % |
|-------------------|------------|------------|-------------|------------|------------|------------|
| Full-time | 4 | 2.82 | 9 | 4.57 | 13 | 3.84 |
| Part-time | - | - | 3 | 1.53 | 3 | 0.88 |
| Volunteers unpaid | 138 | 97.18 | 185 | 93.90 | 323 | 95.28 |
| Total | 142 | 100 | 197 | 100 | 339 | 100 |

Continuum of contacts

| | | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-----------|-------------|------------|------------------------------|-------------|------------|
| Telephone-based | Telephone | 2753 | 608 | 3168 | 6529 | 100 |
| Total | | 2753 | 608 | 3168 | 6529 | 100 |

Telephone contacts per helpline

| | Child & Adult / Unknown (no) |
|--------------------|------------------------------|
| Attempted Calls | : n.a. |
| Calls answered | : 6529 |
| Calls Responded to | : 3361 |

Total number of contacts since helpline started

| | Child (no) | Adult (no) | Child & Adult / Unknown (no) | Total | % |
|-----------------|-------------|------------|------------------------------|-------------|------------|
| Telephone based | 2753 | 608 | 3168 | 6529 | 100 |
| Total | 2753 | 608 | 3168 | 6529 | 100 |

Who responds to contacts

| | Male (no) | Female (no) | Total | % |
|----------------------|-----------|-------------|-----------|------------|
| Adults (26 and over) | 3 | 17 | 20 | 100 |
| Total | 3 | 17 | 20 | 100 |

Profile of the contact

| | | Telephone-based | % | Total | % |
|--------------|--------------------------|-----------------|------------|-------------|------------|
| Child (no) | School Children | 2543 | 75.66 | 2543 | 75.66 |
| | Street children/Runaways | 124 | 3.69 | 124 | 3.69 |
| | Child labourer/Worker | 30 | 0.89 | 30 | 0.89 |
| Adult (no) | Caregivers | 500 | 14.88 | 500 | 14.88 |
| | Concerned Adults | 115 | 3.42 | 115 | 3.42 |
| | Parents | 49 | 1.46 | 49 | 1.46 |
| Total | | 3361 | 100 | 3361 | 100 |

Age of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|------------|------------|
| Telephone-based | 0 - 6 | 253 | 253 | 47.47 |
| | 7 - 9 | 75 | 75 | 14.07 |
| | 10 -12 | 115 | 115 | 21.58 |
| | 16 - 17 | 74 | 74 | 13.88 |
| | Unknown | 16 | 16 | 3.00 |
| | Total | 533 | 533 | 100 |

Gender of the concerned child

| | | Child & Adult / Unknown (no) | Total | % |
|-----------------|--------------|---------------------------------|------------|------------|
| Telephone-based | Male | 176 | 176 | 33.02 |
| | Female | 245 | 245 | 45.97 |
| | Unknown | 112 | 112 | 21.01 |
| | Total | 533 | 533 | 100 |

Reasons for contact

| | | Number | % |
|-----------------|-------------------------------------|-------------|------------|
| Telephone-based | Homelessness/Runaways/Basic needs | 16 | 0.49 |
| | HIV/AIDS infected/affected children | 4 | 0.12 |
| | Peer relationships | 798 | 24.26 |
| | School Related | 143 | 4.35 |
| | Legal Matters | 48 | 1.46 |
| | Sexuality | 221 | 6.72 |
| | Family Relationships | 535 | 16.25 |
| | Psycho-social, mental health | 204 | 6.20 |
| | Physical health | 283 | 8.60 |
| | Information requested | 1038 | 31.55 |
| | Total | 3290 | 100 |

Reasons Why Children Call

| | Africa | Americas | Asia-Pacific | Europe | Total | % |
|--|--------------|--------------|--------------|---------------|---------------|------------|
| Abuse and Violence* | | | | | | |
| Unspecified and other | 16912 | 4460 | 6306 | 10442 | 38120 | 17.64 |
| Bullying | 0 | 2079 | 9042 | 56308 | 67429 | 31.19 |
| Witness to violence | 0 | 617 | 896 | 1361 | 2874 | 1.33 |
| Neglect | 0 | 2413 | 5867 | 9334 | 17614 | 8.15 |
| Emotional | 0 | 2308 | 6689 | 7391 | 16388 | 7.58 |
| Sexual | 0 | 2442 | 2887 | 24081 | 29410 | 13.61 |
| Physical | 0 | 4359 | 8296 | 31646 | 44301 | 20.50 |
| Total | 16912 | 18678 | 39983 | 140563 | 216136 | 100 |
| Child substance use and abuse* | | | | | | |
| Unspecified and Other | 1691 | 9690 | 1014 | 15809 | 28204 | 75.85 |
| Addiction | 0 | 1944 | 1244 | 2715 | 5903 | 15.87 |
| Information on substances and misuse | 0 | 929 | 950 | 1198 | 3077 | 8.28 |
| Total | 1691 | 12563 | 3208 | 19722 | 37184 | 100 |
| Commercial Exploitation* | | | | | | |
| Unspecified and other | 4228 | 2659 | 10 | 1662 | 8559 | 51.12 |
| Children in armed conflict | 0 | 0 | 598 | 0 | 598 | 3.57 |
| Children used for criminal activity | 0 | 391 | 227 | 0 | 618 | 3.69 |
| Children used for begging | 0 | 123 | 293 | 2250 | 2666 | 15.92 |
| Kidnapping | 0 | 0 | 292 | 0 | 292 | 1.75 |
| Other child labour | 0 | 12 | 96 | 10 | 118 | 0.70 |
| Child Trafficking | 0 | 1 | 180 | 0 | 181 | 1.08 |
| Child Prostitution/Sexual Exploitation | 0 | 143 | 1080 | 676 | 1899 | 11.35 |
| Domestic child labour | 11 | 217 | 878 | 33 | 1139 | 6.80 |
| Bonded child labour | 0 | 0 | 612 | 62 | 674 | 4.02 |
| Total | 4239 | 3546 | 4266 | 4693 | 16744 | 100 |
| Differently-abled children* | | | | | | |
| Unspecified and other | 845 | 407 | 544 | 63 | 1859 | 100 |
| Total | 845 | 407 | 544 | 63 | 1859 | 100 |
| Discrimination* | | | | | | |
| Unspecified and other | 845 | 628 | 30 | 754 | 2257 | 3.55 |
| Mental and physical health | 0 | 0 | 53 | 0 | 53 | 0.72 |
| Access to education | 0 | 0 | 103 | 0 | 103 | 1.39 |
| Employment related | 0 | 0 | 66 | 0 | 66 | 0.89 |
| Immigration related | 0 | 143 | 65 | 4198 | 4406 | 59.64 |
| Racism related | 0 | 39 | 50 | 414 | 503 | 6.81 |
| Total | 845 | 810 | 367 | 5366 | 7388 | 100 |

* For number of countries which filled out data for this table, please refer to Chapter 4

Reasons Why Children Call (Contd.)

| | Africa | Americas | Asia-Pacific | Europe | Total | % |
|--|-------------|--------------|---------------|--------------|---------------|------------|
| Family Relationships* | | | | | | |
| Unspecified and other | 4228 | 28434 | 1910 | 61443 | 96015 | 56.87 |
| Parents with addiction and/or mental health problems | 0 | 4917 | 336 | 3167 | 8420 | 4.99 |
| Adoption issues | 0 | 83 | 293 | 159 | 535 | 0.33 |
| Bereavement | 0 | 978 | 317 | 2109 | 3404 | 2.01 |
| New family/Blended family | 0 | 20 | 270 | 233 | 523 | 0.31 |
| Sibling relationship | 0 | 451 | 684 | 2595 | 3730 | 2.20 |
| Parent/child relationships | 0 | 7027 | 5967 | 16478 | 29472 | 17.45 |
| Maintenance and child support | 3 | 283 | 97 | 778 | 1161 | 0.69 |
| Child custody and access | 0 | 764 | 209 | 1723 | 2696 | 1.59 |
| Divorced/separated parents/parents in conflict | 0 | 2804 | 13462 | 6624 | 22890 | 13.56 |
| Total | 4231 | 45761 | 23545 | 95309 | 168846 | 100 |
| HIV/AIDS infected/affected children* | | | | | | |
| Unspecified and Other | 4228 | 510 | 10 | 115 | 4863 | 61.51 |
| Information about AIDS | 0 | 185 | 165 | 1268 | 1618 | 20.47 |
| Children orphaned due to HIV/AIDS | 0 | 207 | 103 | 0 | 310 | 3.92 |
| Children living with HIV/AIDS | 0 | 0 | 256 | 0 | 256 | 3.24 |
| Parents (or family) with HIV/AIDS | 0 | 290 | 214 | 0 | 504 | 6.37 |
| Bereavement | 0 | 342 | 13 | 0 | 355 | 4.49 |
| Total | 4228 | 1534 | 761 | 1383 | 7906 | 100 |
| Homelessness/Runaway's/Basic needs* | | | | | | |
| Unspecified and other | 4228 | 13445 | 2322 | 1981 | 21976 | 31.59 |
| Resources and financial aid | 0 | 1015 | 2845 | 262 | 4122 | 5.93 |
| Orphaned | 0 | 0 | 145 | 2 | 147 | 0.22 |
| Abandoned | 0 | 424 | 1158 | 1595 | 3177 | 4.57 |
| Death of child on street | 0 | 0 | 230 | 0 | 230 | 0.34 |
| Employment opportunities | 0 | 520 | 693 | 0 | 1213 | 1.74 |
| Repatriation | 0 | 0 | 5064 | 0 | 5064 | 7.28 |
| Children calling for food | 0 | 94 | 190 | 1422 | 1706 | 2.45 |
| Missing children | 0 | 72 | 10840 | 491 | 11403 | 16.39 |
| Seeking shelter | 0 | 11622 | 8423 | 462 | 20507 | 29.49 |
| Total | 4228 | 27192 | 31910 | 6215 | 69545 | 100 |
| Information requested* | | | | | | |
| Unspecified and other | 1691 | 3167 | 23652 | 6755 | 35265 | 10.65 |
| Thank you for assistance | 0 | 174 | 835 | 1437 | 2446 | 0.74 |
| About children's issues/children's rights | 0 | 53 | 945 | 2905 | 3903 | 1.17 |
| About the helpline | 1 | 5112 | 279434 | 5115 | 289662 | 87.44 |
| Total | 1692 | 8506 | 304866 | 16212 | 331276 | 100 |

* For number of countries which filled out data for this table, please refer to Chapter 4

Reasons Why Children Call (Contd.)

| | Africa | Americas | Asia-Pacific | Europe | Total | % |
|--|-------------|--------------|--------------|---------------|---------------|------------|
| Legal Matters* | | | | | | |
| Unspecified and other | 4228 | 3182 | 198 | 1552 | 9160 | 46.64 |
| Child marriage | 0 | 0 | 97 | 2 | 99 | 0.50 |
| Children in conflict with law | 0 | 116 | 325 | 1613 | 2054 | 10.46 |
| Law in conflict with children's rights | 0 | 0 | 41 | 339 | 380 | 1.93 |
| Birth registration | 0 | 206 | 254 | 2 | 462 | 2.35 |
| Child witness | 0 | 0 | 48 | 0 | 48 | 0.25 |
| Children in need of legal representation | 0 | 164 | 89 | 46 | 299 | 1.53 |
| Advice and information | 0 | 1828 | 2665 | 2645 | 7138 | 36.34 |
| Total | 4228 | 5496 | 3717 | 6199 | 19640 | 100 |
| Peer Relationships* | | | | | | |
| Unspecified and other | 8456 | 7823 | 13698 | 44190 | 74167 | 26.76 |
| Partner relationships | 0 | 10829 | 9579 | 101900 | 122308 | 44.13 |
| Problems with friends | 0 | 10849 | 12223 | 57603 | 80675 | 29.11 |
| Total | 8456 | 29501 | 35500 | 203693 | 277150 | 100 |
| Physical Health* | | | | | | |
| Unspecified and other | 845 | 9938 | 10525 | 25320 | 46628 | 90.33 |
| Hospitalization | 0 | 1 | 658 | 419 | 1078 | 2.09 |
| Concerns about illnesses | 0 | 448 | 1258 | 32 | 1738 | 3.39 |
| Access to health care | 0 | 48 | 764 | 1362 | 2174 | 4.21 |
| Total | 845 | 10435 | 13205 | 27133 | 51618 | 100 |
| Psycho-social, mental health* | | | | | | |
| Unspecified and Other | 845 | 31387 | 8546 | 81781 | 122559 | 60.41 |
| Suicide | 0 | 5634 | 2396 | 5479 | 13509 | 6.63 |
| Self harm | 0 | 0 | 160 | 1555 | 1715 | 0.84 |
| Phobias and obsessions | 0 | 127 | 150 | 1416 | 1693 | 0.83 |
| Identity and purpose of life | 0 | 1198 | 40 | 3624 | 4862 | 2.38 |
| Depression | 0 | 1170 | 243 | 1311 | 2724 | 1.33 |
| Fear and anxiety | 0 | 661 | 642 | 4084 | 5387 | 2.64 |
| Eating disorders | 0 | 715 | 249 | 4672 | 5636 | 2.77 |
| Lack of confidence | 0 | 339 | 219 | 8003 | 8561 | 4.20 |
| Loneliness | 0 | 888 | 669 | 8146 | 9703 | 4.76 |
| Body/physical appearance | 0 | 840 | 570 | 14701 | 16111 | 7.91 |
| Boredom | 0 | 2073 | 120 | 9134 | 11327 | 5.57 |
| Total | 845 | 45032 | 14004 | 143906 | 203787 | 100 |

* For number of countries which filled out data for this table, please refer to Chapter 4

Reasons Why Children Call (Contd.)

| | Africa | Americas | Asia-Pacific | Europe | Total | % |
|---|--------------|---------------|---------------|---------------|----------------|------------|
| School Related* | | | | | | |
| Unspecified and other | 8456 | 3785 | 22987 | 21955 | 57183 | 59.32 |
| School drop-outs | 0 | 146 | 3962 | 418 | 4526 | 4.69 |
| Homework | 0 | 91 | 872 | 822 | 1785 | 1.85 |
| Performance anxiety | 0 | 339 | 2254 | 2546 | 5139 | 5.33 |
| Academic problems | 0 | 1666 | 2038 | 14802 | 18506 | 19.19 |
| Other adult related problems | 0 | 325 | 418 | 2587 | 3330 | 3.46 |
| Teacher problems | 0 | 563 | 2318 | 3044 | 5925 | 6.16 |
| Total | 8456 | 6915 | 34849 | 46174 | 96394 | 100 |
| Sexuality* | | | | | | |
| Unspecified and other | 6765 | 3312 | 11387 | 85848 | 107312 | 49.67 |
| Sexual fantasy | 0 | 84 | 42 | 17 | 143 | 0.06 |
| Masturbation | 0 | 319 | 713 | 315 | 1347 | 0.62 |
| Contraception | 0 | 1537 | 677 | 6845 | 9059 | 4.19 |
| STI's/STD's | 0 | 1231 | 444 | 26 | 1701 | 0.79 |
| Sexual identity | 0 | 1545 | 1373 | 11343 | 14261 | 6.60 |
| Pregnancy | 0 | 5180 | 3164 | 21141 | 29485 | 13.65 |
| Information about sexuality and facts of life | 0 | 3936 | 2130 | 46694 | 52760 | 24.42 |
| Total | 6765 | 17144 | 19930 | 172229 | 216068 | 100 |
| Total | 68506 | 233520 | 530655 | 888860 | 1721541 | |

* For number of countries which filled out data for this table, please refer to Chapter 4

Section 1: POCKETBOOK OF HELPLINE TERMS

Advocacy (Promoción): The act or process of promoting, defending or maintaining a cause or proposal. An organisation may have advocacy as its mission (or part of its mission) to increase public awareness of a particular issue or set of issues, or to promote an issue, such as legislative reform with policy-makers.

Board (Junta Directiva): The legally-required governance body that is a group of elected or appointed volunteers that creates the vision, mission, values, and policies for the organisation and ensures they are properly understood, followed and implemented. Financial oversight is one of the key responsibilities of all nonprofit boards.

Budget (Presupuesto): A detailed breakdown of the helpline's total costs that can be used to estimate how much money will be needed to run the helpline the following year. Includes breaking up the cost for each type of activity.

Budget per child (Presupuesto por Niño): The amount that a helpline allots in its budget for each child assisted.

Calls (Llamadas)

Attempted Calls (Intento de Llamadas): The number of times the helpline's phone number has been dialled, including calls that did not manage to get through to the helpline.

Calls Answered (Llamadas Contestadas): All calls answered by the helpline, excluding calls answered by a telephone answering machine. This includes calls where the helpline provides the child with assistance or active listening; for example, silent, abusive, test and other calls.

Calls Responded To (Llamadas Atendidas): Level of engagement sufficient to gather information about the child. All answered calls where the helpline is able to provide assistance and/or categorise calls according to the CHI proforma

Total Number of Calls Received Since Inception (Número Total de Llamadas Recibidas Desde Lanzamiento de Servicio): The number of calls the helpline has received since the year it started operating.

Calls responded primarily by (Llamadas Atendidas Principalmente Por): All calls answered and responded to by trained helpline workers.

Children (Under 18) (Niños menores de 18 años): Calls answered by trained helpline workers under the age of 18.

Young Persons (19 – 25) (Jóvenes entre 19 a 25 años de edad): Calls answered by trained helpline workers between the ages of 19 – 25.

Adults (Adultos): All calls answered by trained helpline workers who are over the age of 25.

Child (Niño): All human beings under the age of 18, unless the relevant national laws recognize an earlier age of majority. Article 1, Convention on the Rights of the Child.

Child Helpline (Línea de Asistencia):

- Telecommunication services (includes the web)
- From or about children
- Providing direct services intervention (i.e., counselling, referral; active listening)

Child Protection (Protección del Niño): The legally-mandated obligation of the state to enact and enforce laws which protect children from violence, exploitation, abuse and neglect.

Child Participation (Participación del Niño): Involves encouraging and enabling children to make their views known on issues that affect them, and structuring services around their suggestions.

Confidentiality (Confidencialidad): A system which ensures that the user's privacy and identifying information will be maintained.

Contacts (Contactos): Child-initiated communication or adult-initiated communication on behalf of a child in which there is engagement, and where the helpline knows or has the ability to find out, for example, the child's age and/or gender and/or reason for contact. This refers to all forms of communication including telephone, email and post/mail. The contact can include childline-initiated, but does not include group school assemblies and other large assemblies.

How Helplines Reach Out To Children (De Qué Manera las Líneas Están Disponibles Para los Niños): The way the helpline informs children of its services and attempts to help them.

Continuum of Contacts (Seguimiento de los Contactos): Time range in which calls are received and recorded for the helpline's record-keeping purposes.

Telephone-based (Teléfono): A helpline where children and/or adults may obtain service via the telephone.

- **SMS/Text Messaging (Mensajes de Texto):** A helpline service where children and/or adults may send their questions to the helpline via SMS/text messaging, and receive a response in the same manner.
- **Fax:** A helpline service that allows children to send questions to the helpline via fax.

Web-based (A Través del Internet): A helpline service that provides a web space where children and/or adults can obtain information and assistance about the helpline and other relevant services.

- **E-mail (correo electrónico):** A helpline service that allows children to send questions to the helpline via email.
- **Web-post/Bulletin Board (Publicado en Una Página Web):** A helpline service that allows children and/or adults to post their questions and concerns on the website, and where a helpline representative answers the posters' question on site, which allows all visitors to read.
- **Chat:** A helpline website service where children can talk to other children and/or helpline counsellors in real time about their concerns.
- **Library (Biblioteca):** A web-based space where children can obtain information on child-related issues and concerns.

In-person (En persona): All contacts where there is face-to-face communication.

- **Outreach-Based Counselling (Prestación de Asistencia en Base a la Difusión):** A counselling method based on going to a child's location and providing counselling on-site.
- **Walk-Ins (Visitas Sin Cita Previa):** A helpline service where clients can meet onsite with a helpline representative.

Postal/Mail Collection Boxes (Buzones de Correo): A helpline service where children and/or adults can in their questions and/or concerns via post/mail.

Other (Otro): Any other means the helpline may use to reach out to children.

- **Radio Counselling (Prestación de Asistencia en la Radio):** A counselling method where a helpline representative speaks on the radio about the helpline and children's issues and where, ideally, children can call in and get live responses to their questions.
- **TV counseling (Prestación de Servicio Por Televisión):** A counselling method where a helpline representative appears on television to speak about the helpline and children's issues and where, ideally, children can call in and get live responses to their questions.

Total: The total number of contacts with children and/or adults.

Convention on the Rights of the Child (CRC)(Convención Sobre los Derechos del Niño): An international treaty that recognises the human rights of children, defined as persons up to the age of 18 years. In 41 articles, it establishes that individual countries which have signed the document must ensure that all children – without discrimination in any form – benefit from special protection measures and assistance; have access to services such as education and health care; can develop their personalities, abilities and talents to the fullest potential; grow up in an environment of happiness, love and understanding; and are informed about and participate in, achieving their rights in an accessible and active manner.

Accessibility (Cobertura): The geographical range where service is available. For example, (local, regional and national)

Local (Local): The number is accessible only in one area of the country.

Regional (Regional): The number is accessible to a child in two or more regions, but not the entire country, where there is access to telecommunications.

National (Nacional): The number is accessible to every child in the country where there is access to telecommunications.

Documentation/Record/Data

Documentation (Documentación): A written confirmation that some fact or statement has happened and is recorded, whether or not it is true.

Record (Archivo): Anything providing permanent evidence of or information about past events.

Data (Datos): The collection of facts from which conclusions can be drawn.

Information Management: The methodology used to collect, record and analyse data, including who has access to it and what is done with it after analysis.

Estimated Total Cost of the Helpline (Gasto Total Proyectado de Mantenimiento de la Línea): The total costs needed to run the helpline. (See budget).

In-kind (Regalos en Especie): Products or services in lieu of money.

In-Cash (Regalos en Efectivo): Money gifts or donations.

Fundraising Costs (Gastos de Recaudación de Fondos): The amount of resources the helpline devotes to raising money.

Funding Source (Fuente de Ingreso): The source(s) from which the helpline obtains donations to continue its services.

Government (Gubernamental): To receive a grant for the continuity of helpline services from local, national or regional government/or government-supported agencies and/or office.

Individuals (Individuales): To receive a grant for the continuity of helpline services from private individuals.

Corporate (Empresarial): A donation of money or in-kind services from a corporation or business.

Donor Organisations (Organizaciones Donantes): Usually private organisations To receive a grant for the continuity of helpline services from institutions that make grants for scientific, educational, cultural, religious, or other charitable purposes.

Bilateral Organisations (Organizaciones Bilaterales): To receive a grant for the continuity of helpline services from national development cooperation organisations. Can also be government to government.

Multilateral Organisations (Organizaciones Multilaterales): To receive a grant for the continuity of helpline services from development banks which operate as lending agencies (e.g., African Development Bank; Asian Development Bank; Inter-American Development Bank; International Monetary Fund). Can also be government to government.

Governance (Dirección): The existence and actions of the board of directors of an organisation with respect to establishing and monitoring the long-term direction of that organisation. This includes educating, training, and developing of board members; evaluating the board and organisation's work; and choosing new board members.

Harm (Daño): Physical or psychological injury or damage. *In the context of child protection, harm can also refer to the impairment of health and development as a result of care given.*

How Helplines Work With Children (Formas de Coordinación de las Líneas con los Niños)

Active Listening (Atención Durante Conversación): Structured form of listening and responding that focuses the attention on caller.

Counselling (Asistencia): A structured form of listening and responding which facilitates wise choices and decisions by actively listening to the caller.

Face-to-Face Interventions (Intervenciones Cara a Cara): Contact where the helpline physically meets the caller or child concerned.

Phone-Based Interventions (Intervenciones Telefónicas): Contact between a caller and helpline that occurs strictly via the phone with no face to face contact. The contact may include counselling/active listening; sharing of information and referral to community resources. Any face to face contact that occurs as a result of the phone contact or in follow up to the phone contact should be counted separately as a face to face contact.

Referral (Reenviar): Providing information to a caller in need about another source of help and/or providing information and/or also contacting the other source to assist the caller in need.

Juvenile justice (Justicia Juvenil): The situation of children and young people under the age of 18 who come into contact with the justice system as a result of being suspected or accused of committing an offence. The terms ‘juvenile delinquents’, ‘juvenile offenders’, ‘children in conflict with the law’ and ‘children in contact with the law’ have the same meaning for the purposes of this document.

Management Terms (Definiciones de Gestión)

Business Strategic Plan (Plan Estratégico de la Empresa)

A plan the organisation, board and staff make and follow. It describes what the organisation wants to accomplish, the steps it will take, and how it will know whether it got there.

Memorandum of Understanding

A document that describes the responsibilities of two or more parties in their pursuit of some goal(s).

Organisational structure (Estructura Organizativa)

This document is usually a chart that shows the departments in an organisation, and the reporting structure, and who is responsible for each department.

Marginalised child (Niño Marginalizado): A child that is excluded from a group or society based on societal factors beyond his or her control. Examples include:

Non-Government Organisation (NGO)(Organización Sin Fines de Lucro): The United Nations’ term for a nonprofit organisation, which is not fully funded or controlled by government and which is promoting human well being on a not-for-profit basis. This includes local, national and international NGOs. When it exists in only one country, it will be considered as a national NGO, and when it exists in a number of countries in the Region it will be considered as a regional NGO. The organisation should have a legally established constitution, a clear purpose and visible activities with a governing body, which has the authority to speak for its members.

Outreach (Difusión): Helpline’s way of taking the message out to the community. The methods an organisation uses or undertakes to make its services known to the community and/or when an organisation brings its services directly to people at home or to where they spend time. This can be done through telecommunication services; directly in the community; in the classroom, etc.

Positive employment check (Revisión de Aptitudes de Acuerdo a Historia Laboral): An in-depth reference check of job duties, performance, salary, strengths and weaknesses, eligibility for rehire and other information. Allows employers to have realistic assessment of candidate(s), promotes a better fit, confirms the hiring opinion and protects the expensive hiring investment.

Principles, Standards and Practices (Principios, Normas y Prácticas): Guidelines established by an organisation to help carry out goals effectively.

Region (Región): A cohesive area that has certain criteria and is distinguished from neighbouring areas or regions by those criteria.

When the term “Region” is used, it is in reference to geography. CHI follows UNICEF and European Union regional classification of countries – Africa; Americas and the Caribbean; Asia; CEE/CIS and Baltic states; Europe; Middle-East and North Africa.

Registable: Affiliated to a recognisable body relevant to the purpose.

Review Process (Performance Review): A method used by a helpline to measure an employee or volunteer’s performance; usually reflects the country where helpline is situated.

Staff Structure (Composición de Personal)

Full time (Tiempo Completo): Team members, staff or employees that are considered full-time workers according to the labour regulations of the country.

Part-time (Tiempo Parcial): Team members, staff or employees that are considered part-time workers according to the labour regulations of the country.

Volunteers (Voluntarios)

Paid Volunteers (Voluntarios Remunerados): Volunteers who are paid a small amount of money for work performed at the helpline.

Unpaid Volunteers (Voluntarios No Remunerados): Volunteers who are not paid any amount but may be reimbursed for expenses such as travel, etc.

Students/Interns (Estudiantes/Pasantes): Volunteers who receive study credits for working at the helpline.

Supervision: A method developed and/or adapted by a helpline to ensure that employees and volunteers adequately perform their tasks, and become empowered through their growth. Usually entails a system of measuring performance, and reflects the country where the helpline is situated.

Telephone Number of Helpline (Número Telefónico de la Línea de Asistencia): The telephone number which children can call to seek assistance.

Hours of Operation (Horario): The hours that a helpline is open.

Toll-free (Libre de Costo): No charge to the caller.

For the Child (Helpline Pays)/ Para el Niño (Paga la Línea): The caller does not pay, and the helpline pays the cost of the call.

For the Child (Telecom Pays)/ Para el Niño (Paga Telecomunicaciones): Neither the caller nor the helpline pays. Instead, a telecom, the government or some type of sponsorship agrees to pay the cost of the call.

Not toll-free (Child Pays): The caller pays for the call.

Year of Establishment (Año de Constitución): The year the helpline opened and started serving the public.

Section 2: Recommended Terms of Intervention

Abuse and Violence (Malos Tratos y Violencia)

Abuse (Malos Tratos)

All forms of harm directed toward a child by an adult or another child with more power and/or authority. While there are many forms of abuse, including negligence and commercial exploitation, there are three main types: physical, emotional and sexual. *Child abuse may take place in many settings: home, school, institutional, etc.*

Bullying (Intimidación)

A form of abuse, bullying usually involves a child being repeatedly picked on, ridiculed and intimidated by another child, other children or adults. Bullying may involve physical and psychological violence.

Emotional Abuse (Abuso Psíquico)

One of the three main forms of abuse (physical, emotional, and sexual), emotional abuse is the pervasive lack of display of love and affection toward a child by an adult entrusted with his care and development, or by another child in a position of authority. This includes constant belittlement, blaming, criticizing, as well as intentionally failing to display emotion to a child, such as not smiling at a child or simply not acknowledging a child's existence by not looking at him or exclusively engaging a child in a closed and confining emotional relationship.

Neglect (Negligencia)

The failure of a parental figure, whether intentional or not, to provide a child with the basic needs required for the child's development. Basic needs include food, shelter, clothing, love, affection and appropriate discipline. See "Basic Needs."

Physical Abuse (Maltrato Físico)

One of the three main forms of abuse (physical, emotional, and sexual), physical abuse is the exertion of physical force against a child with the intention of hurting or injuring the victim. Physical abuse can occur within the home, in public institutions (schools, police custody) and in public.

Sexual Abuse (Abuso Sexual)

One of the three main forms of abuse (physical, emotional, and sexual), there are several forms of sexual abuse. This includes sexual penetration, which consists of sexual intercourse with a child; the intentional exposure of a child to sexual activity, such as showing and/or taking sexually explicit or implicit pictures of the child telling jokes or stories of a sexual nature; tickling in erogenous zones and demanding to be tickled in return. Pressure is usually exerted by an adult or another child in a position of authority (fuller definition of last sentence). This includes rape and incest. *Commercial Sexual Exploitation is also Sexual Abuse for CHI purposes; see Exploitation section, "Commercial Sexual Exploitation."*

Violence (Violencia)

The intentional use of power to control a child through obvious and not so obvious ways, including any action or word intended to hurt another person, whether through intimidation, verbal acts or bodily threats. *Many helplines use violence interchangeably with all forms of abuse.*

Witness to Violence (Testigo de violencia)

A child who sees or has seen acts of aggression or hostility committed either in public or at home.

Child Substance Use and Abuse (Uso y Abuso de Sustancias Por Niños)

Addiction (Adicción)

The body's inability to function without using drugs. Overcoming an addiction often requires treatment.

Information on Substances and Misuse (Información sobre el maluso de sustancias)

When a child calls the helpline asking for resources which describe the effects of drugs, how to stop using drugs, and where to seek help.

Commercial Exploitation (Explotación Comercial)**Bonded Child Labour (Trabajo de deuda-esclavitud)**

Parents forced to take a loan to feed their family or to meet their basic needs. When the loan is made, their child is forced to work as a way to repay the debt.

Child Prostitution/Child Sexual Exploitation (Prostitución Infantil/Explotación Sexual Infantil)

Child prostitution consists of a child performing a sexual act in exchange for something of value (money, shelter, objects, etc). Child prostitutes are often the victims of trafficking, impoverished situations or undocumented immigration. This includes pornography.

Child Trafficking (Tráfico de Niños)

The recruitment and/or transport of a child by adults with the intent of exploiting the child through various means (prostitution, begging, child labour, etc.).

Children In Armed Conflict (Niños Envolucrados Conflictos Armados)

Children who engage in local or national wars, conflicts, battles, etc., regardless of the capacity in which the child acts (soldier, messenger, cook, etc.)

Children Used for Begging (Niños Utilizados Para Pedir Limosna)

Children used by adults or other children to ask for money from passersby.

Children Used for Criminal Activity (Niños Utilizados para Actividades Criminales)

Children used for the purpose of committing criminal acts under the custody of an adult(s) and/or other children.

Domestic Child Labour (Trabajo Doméstico Infantil)

Describes the labour situations in which children, usually girls, are hired or used to perform domestic duties in a household that is generally not headed by family members. Children usually work long hours for low or no pay.

Kidnapping (Secuestro)

The illegal apprehension and movement of a child from one place to another against the child and parents' will.

Other Child Labour (Trabajo Infantil)

Children younger than their country's legal working-age requirement who work in exchange for money to fulfill or to contribute to their family's basic needs. This does not include domestic chores in the home or children working in compliance with national legal working requirements.

Differently-Abled Children (Niños con capacidades diferenciadas)

Children with a physical, motor or intellectual impairment.

Discrimination (Discriminación)**Access to Education (Discriminación al Acceso)**

The failure of a public institution to provide access to its known services due to a user's race, gender, ethnicity, religious, language, sexual orientation or disability.

Employment related (Discriminación Laboral)

The unfair and/or illegal treatment of an individual at the workplace. *Children or adults may call to seek advice on how to enforce their rights or the rights of their parents.*

Immigration related (Discriminación Relacionado con Inmigración)

The unfair and/or illegal treatment of an individual based on his immigration status or country of origin. Discrimination may prevent a child from obtaining an education; health care or any other rights that are meant for all individuals. *Children or adults may call to seek advice on how to enforce their rights.*

Racism related (Discriminación Racial)

The unfair and/or illegal treatment of a child based on his ethnic origin. Discrimination may prevent a child from obtaining an education; health care or any other rights that are meant for all individuals. *Children or adults may call to seek advice on how to enforce their rights.*

Mental and Physical Health

The unfair and/or illegal treatment of a child because of their mental and/or physical illness.

Family Relationships (Relaciones Familiares)**Adoption Issues (Asuntos de Adopción)**

Problems or concerns that may arise during and after the adoption of a child, including the trafficking and exploitation of children.

Addicted Parents (Padres Adictos)

Parents who are physically and/or psychologically dependent to any type of substance. An addiction may prevent parents from properly caring for their child.

Bereavement (Pérdida/Duelo)

The emotions experienced by people when a loved one dies.

Child Custody and Access (Tutela del Niño/Aceso)

A legal decision that determines the living arrangement(s) of a child, usually after the parents decide to separate or divorce. There is no one model; instead, custody should be determined according to the best interests of the child. Custody is always granted to an adult, and may include arrangements between divorced, separated or unmarried parents, as well as by relatives or family friends.

Divorced Parents/Separated parents/Parents in Conflict (Padres Divorciados/Separados o en Conflicto)

A situation in which a child's parents are not a couple, either as a result of the legal dissolution of their marriage, through their voluntary decision not to live together as such, or parents who constantly display animosity towards one another.

Economic Problems (Problemas Económicos)

Inadequate resources to meet the basic needs of an individual and/or family.

New family/Blended Relationships (Relaciones con la Familia Adoptiva)

The relationship between members of two families who come together as one, such as when a child's parent(s) remarries or moves in with a new partner who may also have his or her own children from a previous relationship.

Maintenance and Child Support (Mantención del Niño)

A parents or guardian's responsibility to ensure that a child's basic needs are met.

Parent/Child Relationships (Relaciones entre padre e hijo)

The dynamic between a parent and child.

Parents with Addiction and/or Mental Health Issues (Padres con Adicciones y/o Problemas Sicologicos)

Parents who regularly take drugs and are unwilling or unable to stop, and parents who have mental health issues.

Sibling Relationship (Relación Entre Hermanos)

The inter-personal relationship amongst brothers and/or sisters.

HIV/AIDS Infected/Affected Children (Niños Infectados/Afectados por SIDA)**Bereavement (Pérdida/Duelo)**

The emotional devastation people feel when a loved one dies.

Children Living with HIV/AIDS (Niños que viven con VIH/SIDA)

Children who have been diagnosed as infected with the AIDS/HIV virus, whether through sexual intercourse, blood transfusion or birth.

Children Orphaned due to HIV/AIDS (Niñez huérfana debido al VIH/SIDA):

Children whose parent(s) or caretakers have died as a result of the AIDS virus.

Information about AIDS (Información sobre VIH/SIDA)

Resources about HIV/AIDS, including how it is spread and how it can be treated.

Parents (or family) with HIV/AIDS (Padres o familia con VIH/SIDA)

Any family member who has been diagnosed with HIV/AIDS.

Homelessness/Runaways/Basic Needs (Estar Sin Vivienda/Necesidades Basicas)**Abandoned Child (Personas Llamando Acerca de un Niño Abandonado)**

A child that has been untended and uncared for by his guardian or parents.

Children Calling for Food (Niños Llamando En Busca de Comida)

Children who call the helpline asking for food.

Death of Child on Street (Fallecimiento de Otro Niño)

The death or likely death of another child, whether a sibling, friend or street acquaintance. *A child may call to share his concern, sadness and/or confusion about the death of another child.*

Employment Opportunities (Oportunidades Laborales)

The availability of jobs that provide payment in exchange for services. *Children or adults may call the helpline looking for information on how or where to find a job. Children may also not be aware of the illegality of some employment.*

Homelessness (Estar sin vivienda)

The state of being without a home; includes a child who is kicked out of the house. *CHI recognises that the definition varies from country to country and depends on each country's level of wealth.*

Missing Child (Niño Perdido)

A child whose whereabouts are unknown to his family, guardians and/or community.

Orphaned (Huérfano)

A child whose parent(s) or caretakers have died. Orphaned children may call the helpline on their own behalf or on behalf of other children seeking information on adoption; institutional care; or alternative care.

Repatriation (Repatriación)

The return of child to his or her home or legal guardian.

Resources and Financial Aid (Recursos Económicos)

Money or objects or that assist an individual in fulfilling his or her basic needs. *Children may call the helpline seeking information on how and where to get assistance.*

Runaways (Niños que se fugan de casa)

A child who voluntarily leaves his or her home regardless of whether or not he or she lived in an abusive environment.

Seeking Shelter (Buscando Amparo)

The lack of having a permanent home that requires an individual to look for temporary or permanent accommodation.

Information Requested**About the Helpline (Sobre la Línea)**

Requested information about helpline services, operations, etc.

About Children's Issues/children's rights (Sobre Temas Relaciones con Niños)

Callers who want to discuss or ask about issues affecting children.

Thank you for Assistance (Gracias por su Asistencia)

Callers who contact the helpline to express their gratitude for help provided.

Peer Relationships (Relaciones con Colegas)**Partner Relationships (Relaciones entre Pareja)**

Concerns that arise between heterosexual or homosexual couples.

Problems with friends (Problemas con los amigos)

Disagreements or confrontations with friends. *Children may call feeling upset over the real or imagined possibility of loss of a friendship.*

School Related (Relacionado con el colegio)**Academic Problems (Problemas Academicos)**

Difficulties children may have with school performance.

Homework (Tarea Escolar)

Schoolwork given to children to complete at home.

Other Adult-Related Problems (Otros Problemas Relacionados con los Adultos)

Difficulties a child may have with adults who are in a position of authority and influence.

Performance Anxiety (Ansiedad de Desempeño)

The fear that children may have of not being able to perform well in school, either academically or socially.

School Dropouts (Abandonar el Curso Escolar)

Leaving school intentionally without completing the required courseload.

Teacher Problems (Problemas con los Maestros)

A child's failure to get along with a teacher, whether real or imagined, which may have a negative effect on the child's performance.

Legal Matters (Temas Legales)**Advice and Information (Consejo é Información)**

Legal advice in response to given circumstances.

Birth Registration (Registro de Nacimiento)

Legal document that certifies birth.

Child Marriage (Matrimonio de niños)

The traditional custom of marrying off children, usually young girls, without their consent.

Child Witness (Niño testigo)

A child who testifies in a legal proceeding, whether under oath or not.

Children in Need of Legal Representation (Niños en Necesidad de Representación Legal)

Children involved with the legal system and who may be in need of legal advice, representation or guidance.

Children in Conflict with Law (Niños en Conflicto con la Ley)

Actions or decisions that a child may have taken, or that another person or child with more authority made for the child, that may have legal consequences.

Law in Conflict with Children's Rights (Ley en Conflicto con los Derechos de los Niños)

Laws, however well-meaning they may be, that may have a negative effect on a child's life. For example, laws that strictly observe the custody of natural parents without taking into consideration the best interests of the child.

Sexuality (Sexualidad)**Contraception (Anticoncepción)**

Methods used to prevent pregnancy. Includes emergency contraception.

Information about Sexuality/Facts of life (Información Sobre Sexualidad/Hechos de la Vida)

The availability of resources dealing with information on all aspects of sexuality, such as information on sexual orientation, sexual intercourse, contraceptives, pregnancy and sexually transmitted diseases.

Masturbation (Masturbación)

The act of stimulating one's sexual organs for pleasure.

Pregnancy (Embarazo)

The physical state of a baby growing inside a woman's body. *Children may call requesting information on pregnancy prevention; wanting information on pre-natal care; or seeking options for an unwanted pregnancy.*

Sexual Fantasy (Fantasía Sexual)

Any daydreams or conscious desires of a sexual nature that a child may have.

Sexual Identity (Identidad Sexual)

The sex/gender or group a child identifies with and/or the sex(es) to which he is attracted. *Children may call feeling confused about their identity.*

Sexually Transmitted Infections (Infecciones de Transmisión Sexual – ETS)

Infections that are spread through sexual contact.

Psycho-social Mental Health (Estado Psico-Social y Mental)**Body/Physical Appearance (Apariencia Corporal)**

The feelings and opinions a child has about the appearance of his or her body.

Boredom (Aburrimiento)

The feeling that there is nothing interesting to do.

Depression (Depresión)

A child's persistent or temporary state of feeling sad, anxious and/or withdrawn that may be biological or may be in reaction to a life event.

Eating Disorders (Trastornos Alimenticios)

A psychological disorder that manifests itself in unhealthy eating habits, such as anorexia nervosa (not eating enough to sustain healthy weight) or bulimia (self-induced vomiting). Most common in adolescent girls, though adults or boys may be afflicted.

Fear and Anxiety (Miedo y Ansiedad)

Fear is the state of being afraid of something. Anxiety is the state of feeling an often-irrational amount of fear.

Identity and Purpose of Life (Identidad y Sentido de la Vida)

The way a child defines himself. For example, sexually and/or racially, and the way this may influence the treatment others give the child in response to the child's self-identification, as well as the goals, hopes, ideas and ambitions a child has now and in the future.

Lack of Confidence (Falta de Confianza)

The failure of a child to believe in his or her capabilities and talents. A lack of confidence may lead to make poor decisions, withdraw socially, underperform in school, etc.

Loneliness (Soledad)

The state of a child feeling alone in the world and without support.

Phobias and Obsessions (Fobias y Obsesiones)

A persistent, abnormal, and irrational fear of a specific thing or situation, despite the awareness and reassurance that it is not dangerous.

Self Harm (Auto-Dañarse)

The act some children have of physically harming themselves. Usually cutting and burning.

Suicide (Suicidio)

The intentional act of killing oneself because life does not seem to have a purpose. Include parent's suicide as discussed in

Physical Health (Estado Físico)

Access to Health Care (Aceso a Asistencia de Salud)

The state of being able to obtain needed assistance for physical well-being.

Concerns about Illness (Preocupaciones sobre Enfermedades)

Questions or issues relating to a child's physical, psychological, emotional unwellness.

Hospitalisation (Hospitalización)

The state of being admitted to a hospital to be treated or cared for as a result of a sudden, temporary or longstanding medical condition or trauma.