VIOLENCE AGAINST CHILDREN

Fourth Child Helpline International Report
Disclaimer:
This report is based on the information and data received from child helplines in the CHI network through Connecting to Children and the CHI VAC questionnaire. The conclusions and statements reflect this pool of information and knowledge. Generalisations are made on the global and regional level. They do not capture the full scope of practices and reality of all individual cases handled by child helplines and other child protection organisations at the national level.

In order to fully protect the identity of all children, all case studies specified in this publication have been anonymised. CHI has a policy to never disclose the personal identity of a child in its publications, including in pictures and images.

The percentages used in tables have been rounded to a maximum of two significant figures and do not make use of decimal notation. As a result, the percentages of the individual (sub-) categories do not always add up to one hundred percent, although the cells containing the total percentage, do show this figure.
# Table of Contents

Executive Summary  
Introduction  
Reporting violence against children  
Addressing violence against children  
Recommendations  
Case Studies  
Annex I: The UNVAC Study Recommendations  
Annex II: Main forms of abuse  
Annex III: Methodology  
Colophon  
The global network of child helplines
Executive Summary

CHI Violence Against Children Report

The Fourth CHI Violence Against Children (VAC) Report highlights the role that child helplines have in protecting children from abuse and violence. Child helplines allow children to reach out themselves and directly, and to speak up to someone in trust and anonymously. Child helplines are the first point of entry into the child protection system for many children. In countries where the child protection system is porous, child helplines also step up and provide direct intervention, shelter, mediation and rehabilitation services.

As a result of the contacts that child helplines receive from children themselves, they have a wealth of knowledge on and insight into the abuse that children around the world experience. This report provides detailed information on the cases of abuse that were reported to Child Helpline International (CHI) member child helplines in 2009. Information was collected on physical abuse, bullying, sexual abuse, emotional abuse, neglect, corporal punishment, online abuse and national child protection systems.

Abuse and violence

Sixty two child helplines (57% of CHI members) provided data on 250,484 reported cases of abuse and violence. Girls between the ages of 10 and 15 years old are the most common victims of abuse in cases reported to these child helplines. Bullying and physical abuse are the most common forms of abuse reported. Thirteen child helplines, mainly from countries with a high HDI level, reported 2,255 cases of online abuse. The majority of these cases were about online bullying, demonstrating that the online and physical worlds are one and the same for children.

Comparing data from Connecting to Children on all contacts that child helplines receive and the data compiled in this report shows that children suffering abuse and violence are younger than children who contact child helplines for other reasons.

Corporal punishment

A majority of responding child helplines indicated that corporal punishment is common in their country. The responses show that if the general population finds corporal punishment an acceptable form of discipline, this is reflected in less legislation protecting children and a perceived higher incidence of children affected by corporal punishment. According to many child helplines, existing legislation is not implemented by police and justice departments as a standard, unless lobbied.

Child protection systems

More than 80% of the surveyed child helplines provide victims of abuse with some form of follow up, with more than half indicating that they always provide follow up services. Additionally, child helplines are actively involved in prevention projects. Respondents to CHI data collection surveys indicated that governmental agencies, child protection NGOs and social workers are the most common partners for these projects.
Recommendations

Based on the results found, CHI makes the following recommendations:

Recommendation 1:
Child helplines should be part of any holistic child protection system as outlined by government agencies and ministries.

Recommendation 2:
All key decision-makers should work towards ensuring that the contact between the child and the child helpline is free of costs no matter the communication technology and that its availability reflects the needs of the children in the country.

Recommendation 3:
Child helplines should be looked to as an essential source of information on issues faced by children for policy and decision-making.
An average child helpline receives ten calls on violence and abuse per day, every day.
Introduction

The United Nations Violence Against Children Study (UNVAC Study) recognised the role of child helplines in addressing and preventing violence against children. In Recommendation 8 child helplines were highlighted as a mechanism “through which children can report violence, speak to a trained counsellor in confidence and ask for support and advice.” Since the UNVAC Study was launched, CHI has been following up on the implementation of its twelve recommendations. For the fourth time, CHI presents its Violence Against Children Report. Information was collected on physical abuse, bullying, sexual abuse, emotional abuse, neglect, corporal punishment, online abuse and national child protection systems. This year sixty two child helplines (57% of CHI members) provided data on 250,484 reported cases of abuse and violence.

Organisation of this report

The Fourth CHI Violence Against Children report consists of two chapters, a section with case studies and three annexes. The first chapter provides detailed information on the abuse cases that were reported to child helplines, including the incidence and nature of violence, the gender and age of the concerned child and the characteristics of the perpetrator. The second chapter highlights the services and prevention projects worked on by child helplines. The third section presents case studies on abuse and violence provided by child helplines. Annex I states the twelve UNVAC Study Recommendations as formulated in 2006. Annex II provides more detailed information on the incidence of abuse and violence as reported to child helplines, segmented by forms of abuse. Finally, Annex III provides background information on the methodology of this report.

Child helplines receive hundreds of thousands of contacts on abuse and violence every year. They have been one of the main reasons for contact since CHI started collecting data. The contacts that child helplines receive put them in a unique

The twelve over-arching UNVAC Study Recommendations in short

(Full text in Annex I):

1. Strengthen national and local commitment and action
2. Prohibit all violence against children
3. Prioritise prevention
4. Promote non-violent values and awareness-raising
5. Enhance the capacity of all who work with and for children
6. Provide recovery and social reintegration services
7. Ensure participation of children
8. Create accessible and child-friendly reporting systems and services
9. Ensure accountability and end impunity
10. Address the gender dimension of violence against children
11. Develop and implement systematic national data collection and research
12. Strengthen international commitment
Sixty two child helplines from the following countries completed the fourth CHI VAC questionnaire. Together they provided data on 250,484 reported cases of abuse and violence.

Argentina, Aruba, Australia, Bangladesh, Belgium (Kinder- and Jongerentelefoon), Botswana, Brazil, Brunei, Canada, Chile, Colombia, Croatia, Czech Republic, Denmark (Bjornsvilkar), Egypt, Finland, Greece (Smile of the Child and Helpline Connection), Hong Kong S.A.R., Hungary, Iceland, India, Japan, Jordan, Kenya, Lesotho, Macedonia, Malawi, Mexico, Mongolia, Mozambique, Namibia, Nepal, the Netherlands, New Zealand (What's Up), Nigeria, Pakistan, Palestine, Peru, Philippines, Poland (Helpline.org), Portugal, Romania, Senegal, Serbia, Singapore, South Africa, Suriname, Sweden, Switzerland, Taiwan Province of China, Thailand, United States of America (Covenant House Nineline, California Youth Crisis Line, National Runaway Switchboard, 2ndfloor, Boys Town National Hotline and Stop it Now!), Uganda, Vietnam, Yemen and Zimbabwe

Position. They have real, first-hand data on children reaching out for help. This pivotal source of information and insight should be recognised by policy- and decision-makers. CHI will continue to work with partners at all levels of governance to strengthen child protection systems and to reach out to all children suffering from abuse and violence, as these children deserve our care and protection. Child helplines work to make sure that no child goes unheard.

CHI thanks those child helplines that completed the CHI VAC questionnaire. This report is made possible by your contributions.

The CHI Secretariat team
More than 250,000 abuse cases were reported to the 62 child helplines that completed CHI's Violence Against Children (VAC) questionnaire. CHI's flagship data publication, Connecting to Children in which data on all contacts to CHI's member child helplines is compiled, shows that abuse and violence is indeed one of the main reasons why children contact child helplines. This chapter takes a closer look at the cases of violence and abuse that were reported to CHI's member child helplines in 2009. For this report, abuse and violence cases were recorded for five main categories: bullying, physical, sexual, emotional abuse and neglect as defined by the CHI Glossary. Additionally, this chapter presents an overview of information on corporal punishment and online abuse. A more extended analysis of the main forms of abuse reported to child helplines can be found in Annex II.

Main forms of abuse

Reports on abuse and violence were made to child helplines around the world. The global age-gender distribution of all cases shows that most reports concern children between the ages of 10-15 and that there are more reports on girls than boys. Statistical analysis of the cases reported to child helplines shows that there is a combined age-gender effect. The largest group of cases concerns girls aged 12-15. The sex ratio between girls and boys is most disparate in the Americas and Caribbean, Asia Pacific and Europe. In the MENA region the majority of the reported cases concern boys. In countries with high HDI levels, girls are 85% more likely than boys to be victim of some form of abuse and violence.

The relationship with the perpetrator often has significant long term effects on the psychological and emotional health of the victim. If victim and perpetrator are close, the child will most likely be exposed to the presence of the perpetrator multiple times or continuously. This may compound the deleterious effect of the abuse. It is worrying that parental figures are an important perpetrator group in abuse cases, as identified by nearly half of all child helplines (46%). Moreover, grandparents and other family members (siblings, cousins, nieces) were cited as perpetrators by 21% of responding child helplines. For cases in which the gender of the perpetrator was known, most child helplines indicated that perpetrators are male (75% vs. 25% female). In all cases, physical abuse and bullying are the most common forms of abuse reported.

Note 1: An electronic copy of CHI's Glossary of Recommended Terms of Intervention can be received from the CHI Secretariat upon request.

Note 2: Statistical analysis by Dr. Ruben Fukkink, University of Amsterdam. Full results of the analysis can be obtained from the CHI Secretariat upon request.
regions and for all HDI levels most child helplines identified family and males as the main perpetrator group in cases of child abuse.

Abuse and violence have many different forms and victims are often exposed to one or more forms. Child helplines deal with cases in a holistic manner and provide services to children as needed. Recording the nature of violence that children face is of utmost importance, as it allows child helplines to provide the services necessary, and to refer children to appropriate services and agencies. At the global level, physical abuse and bullying are the forms of violence most reported on, accounting for 29% and 27% of all cases. This is followed by neglect (17%), sexual abuse (16%) and emotional abuse (11%). Regional analysis of the cases shows that in Africa, bullying is reported on relatively less and neglect more than the global average. In the Americas and the Caribbean and MENA regions, neglect and sexual abuse were reported on less and bullying, physical abuse and emotional abuse were reported on most often. Cases reported to child helplines in Europe and Asia Pacific mostly concerned bullying (Table 1.5).

A country’s level of development influences the nature of abuse and violence reported to child helplines. In countries with a high HDI level, there are relatively more reports about bullying. In countries with a medium HDI level, bullying is less common while reports on emotional and sexual abuse are more common. In countries with a low HDI level, bullying is also reported less, while relatively more reports concern neglect and sexual abuse.

Does the data presented here indicate that children aged 13 – 15 experience more abuse and violence and that girls face abuse more often than boys? Data collection for Connecting to Children can be used to make steps towards answering this question. Every year, data collected for Connecting to Children shows that on a global level child helplines are contacted most often by children, usually girls, aged 10 – 15. Comparing those contacts with the data here provides a glimpse of the answer we are looking for. Generally victims of abuse and violence are younger when compared to children who contact child helplines for other reasons, as shown in graphs 1.1 and 1.6 comparatively. Relatively speaking, there are more cases of abuse and violence reported to child helplines concerning children aged 0-9 than is initially clear. Simultaneously, while the sex ratio is less skewed, the majority of cases on abuse and violence involves girls. A similar pattern shows for all regions, HDI levels and for different forms of abuse.

**Corporal Punishment**

In its General Comment no. 8, the Committee on the Rights of the Child defines corporal punishment as ‘any punishment in which physical force is used and intended to cause some degree of pain or discomfort, however light. Most involves hitting ("smacking", "slapping", "spanking") children, with the hand or with an implement - a whip, stick, belt, shoe, wooden spoon, etc. But it can also involve, for example, kicking, shaking or throwing.
Violence Against Children

Violence against children, scratching, pinching, biting, pulling hair or boxing ears, forcing children to stay in uncomfortable positions, burning, scalding or forced ingestion (for example, washing children’s mouths out with soap or forcing them to swallow hot spices). The Committee furthermore states that ‘in the view of the Committee, corporal punishment is invariably degrading. In addition, there are other non-physical forms of punishment that are also cruel and degrading and thus incompatible with the Convention. These include, for example, punishment which belittles, humiliates, denigrates, scapegoats, threatens, scares or ridicules the child.’

Corporal punishment is a difficult subject as it is often considered to be part of the authority of parents to raise their children as they deem appropriate. The UNVAC Study states that: ‘the discipline exercised through corporal punishment is often regarded as normal and inevitable especially when no ‘visible’ or ‘lasting’ injury results.’ However, children have the right to grow up without abuse and violence, of any form or nature, including that caused by their parents.

Corporal punishment is a problem in most countries. More than three quarters of responding child helplines indicate that corporal punishment by parents is common. Only one child helpline indicated that it is ‘not common at all’. More than two thirds of all child helplines stated that corporal punishment by parents ‘is somewhat common’ and more than one third indicated it is ‘very common’. The situation regarding corporal punishment by teachers seems to be comparatively better: 41%
of child helplines indicated that corporal punishment is not common and 18% that ‘it is not common at all’.

Overall, 72% of the child helplines in this study indicated that their country has legislation (basic or sophisticated), to prevent corporal punishment. For corporal punishment inflicted by teachers this percentage is higher: 87% of the child helplines surveyed cited the existence of legislation. Most governments implement projects to prevent corporal punishment and change attitudes: 98% of the child helplines stated that such projects exist in their country. Child helplines overwhelmingly stated that they are actively involved in the issue: 72% of all respondents specified that they are implementing projects on the topic and another 11% stated that they are planning to do so.

Statistical analysis shows that there is a clear inverse relationship between the general population’s attitude and its level of development on one side and the reported incidence of and legislation on corporal punishment on the other. If corporal punishment is deemed acceptable, the perceived incidence is higher and legislation is most likely to be lacking. In countries with a low HDI level, corporal punishment is deemed more acceptable, its perceived incidence is higher and the legislation is weaker. The reverse is seen in countries with a high HDI level.

There is a perceivable gap around the world between the existence of legislation and its implementation. Although legislation exists, in many countries police and justice do not by themselves take on cases of corporal punishment. Only if organisations, such as child helplines, lobby the police and justice department do they take on particular cases. Cases are

1.9 Government prevention projects on corporal punishment - world

- Yes, there are many 32%
- Yes, there are few 66%
- No, there are none 2%

1.10 Child helpline prevention projects on corporal punishment - world

- Yes, we already do 70%
- We do not currently, but it would be possible/we are planning to 21%
- We have not considered this 2%
- It is not a priority for us 7%

1.11 Attitude general population on corporal punishment

- HDI high level countries
- HDI medium and low level countries

1.12 Implementation of corporal punishment legislation - world

- Yes, they are very active, although legislation is missing 4%
- Yes, they are very active, laws are implemented fully 22%
- They are only active if other organisations lobby them actively 62%
- No, they do not take on cases of corporal punishment, although there is legislation 4%
- No, they do not take on cases of corporal punishment as there is no legislation 8%

Note 3: Options 1 -3 are considered “not very common”, options 5 -7 are considered “somewhat or very common”. Answer option 4 is considered to be a neutral option.
either not taken up (4%), or are taken up only if organisations lobby the justice system and police actively (62%). In countries with medium or low HDI levels 79% of child helplines indicated that police and justice departments do not take on cases of corporal punishment or only when lobbied by others. In countries with a high HDI level, 38% gave this response. Passing laws against corporal punishment and implementing these laws are pivotal in preventing corporal punishment.

**Online abuse**

The internet is ever more pervasive in the lives of children everywhere. Children use the internet to stay in touch with each other, to meet, to learn and to explore. The internet can be a wonderful tool for the development of children. Many organisations are using these technologies to reach out to children and help protect their rights, development and well-being. The use of e-health, e-education and e-monitoring for example, has progressed with leaps and bounds. Child helplines use internet and mobile technologies increasingly to reach out to children and to make themselves available to children.

On the other hand, these technologies can also have a damaging impact. The more children use these technologies, the more they can be exposed to new forms of violence and abuse. Negative relationships developed in real life can continue online (such as bullying). Due to the nature of internet and mobile technologies which reach beyond normal boundaries and time frames these relationships can become inescapable. Children can also come into contact with adults that have harmful intentions (such as sexual predators). Additionally, there might be content on the internet that is not appropriate for children.

Thirteen child helplines provided information on 2,255 reported online abuse cases. The reports were categorised by gender of the child and concerned the following forms of online abuse: Online bullying by peers, harmful sexual content online, harmful violent online content, other harmful online content, contact with sexual predators, online extortion, information requests about online abuse and other issues related to online abuse.

There were twice as many cases reported involving girls than boys. Additionally, a sizeable share of cases involves children and youth with an unknown gender. Online bullying by peers is the

13 Child helplines provided data on 2,255 cases of online abuse that were reported to their child helpline:

**Australia, Belgium (Kinder- and Jongerentelefoon), Croatia, Czech Republic, Egypt, Greece (Smile of the Child and Helpline Connection), Nepal, Netherlands, Peru, Philippines, Poland (Helpline.org), South Africa.**
main reason children and youth contacted a child helpline about online abuse. Segmenting the reports per HDI level shows that the majority of reports were made to child helplines in countries with a high HDI level.

Some specific new forms of abuse are created by internet technology. For the moment however, child helplines received fewer reports on these forms of abuse than about online bullying and other, pre-existing, forms of abuse.

Image courtesy of CWIN-Nepal.

The reported cases show that the lives of children in the physical world and online are one.
Addressing violence against children

Child helplines refer children to social services or other child protection organisations if needed. Only a small share of child helplines do not work with partners while implementing services for victims of abuse and violence (table 2.1). This underlines CHI’s belief that partnerships are at the heart of the work of a child helpline. Only through cooperation between all stakeholders can a holistic child protection system be created or strengthened.

Overall, social workers, child protection NGOs, governmental protection agencies and police are the most important partners for child helplines when providing services to victims of abuse and violence. For active interventions, police and social workers were (by nature of their services) very important. Child helplines in countries with a medium and low HDI level indicated more often to have partnerships, compared with child helplines in countries with a high or very high HDI.

Most often cases of abuse and violence are not resolved through a single contact with a child helpline counsellor. Often there is a strong need for follow up, to make sure children are properly assisted and their case taken care of. More than 80% of the responding child helplines provide follow up in some form for cases of violence and abuse, with more than half of the respondents indicating that they always provide follow up.

The method of follow up used is influenced by the status of child protection services in any given country. In countries with a high HDI level, where child protection services tend to be denser, child helplines rely more on centralised systems. In countries with a medium and low HDI level, with porous child protection systems, the child helplines often need to be more self reliant; more child helplines in these countries keep their own records or follow up with the child directly.

### 2.1 Share of child helplines with partnerships for service provision – world

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Social Workers</th>
<th>Health Workers</th>
<th>Police</th>
<th>Care Institutions</th>
<th>Justice department</th>
<th>Governmental protection agencies</th>
<th>Child protection NGOs</th>
<th>We did not have partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide shelter to victims</td>
<td>28%</td>
<td>19%</td>
<td>18%</td>
<td>26%</td>
<td>9%</td>
<td>26%</td>
<td>32%</td>
<td>9%</td>
</tr>
<tr>
<td>Provide active intervention in cases of violence and abuse</td>
<td>47%</td>
<td>38%</td>
<td>53%</td>
<td>28%</td>
<td>23%</td>
<td>39%</td>
<td>30%</td>
<td>9%</td>
</tr>
<tr>
<td>Provide legal services/ assistance</td>
<td>32%</td>
<td>14%</td>
<td>18%</td>
<td>14%</td>
<td>30%</td>
<td>23%</td>
<td>26%</td>
<td>11%</td>
</tr>
<tr>
<td>Provide referral services to victims</td>
<td>44%</td>
<td>40%</td>
<td>38%</td>
<td>39%</td>
<td>25%</td>
<td>40%</td>
<td>40%</td>
<td>11%</td>
</tr>
<tr>
<td>Provide walk in centres to children and youth</td>
<td>25%</td>
<td>12%</td>
<td>10%</td>
<td>12%</td>
<td>9%</td>
<td>9%</td>
<td>18%</td>
<td>11%</td>
</tr>
<tr>
<td>Outreach programmes targeted on street children and other marginalised groups</td>
<td>26%</td>
<td>19%</td>
<td>14%</td>
<td>14%</td>
<td>11%</td>
<td>21%</td>
<td>30%</td>
<td>7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>29%</strong></td>
<td><strong>20%</strong></td>
<td><strong>22%</strong></td>
<td><strong>19%</strong></td>
<td><strong>15%</strong></td>
<td><strong>23%</strong></td>
<td><strong>25%</strong></td>
<td><strong>8%</strong></td>
</tr>
</tbody>
</table>
The most cited reasons for not implementing follow up services are a lack of funding or capacity and unwillingness of allied systems to provide information. All child helplines that indicate that they do not provide follow up for cases of violence are located in countries with a high or very high HDI level.

Aside from providing services to victims of abuse and violence, child helplines also cooperate with others to prevent abuse and violence from occurring in the first place. This is done by addressing causes, changing attitudes, raising awareness and advocating with governmental institutions. The need for cooperation and partnership between stakeholders is critical as policy change and development is a lengthy and difficult process (Table 2.5).

Most cases of abuse are not resolved through one time contacts. There is a strong need for follow up to make sure cases are properly resolved.
2.2 Follow up on cases of abuse - world

- Yes, systematically/always 52%
- Yes, we follow up but only for the most serious cases 14%
- Yes, but not systematically 14%
- No 18%
- I do not know 2%

2.3 Non-follow up reasons - world

- Lack of funding 37%
- Lack of manpower 33%
- Allied systems are not willing to provide information for follow up 30%
- Other organisations take care of follow up and tracking 13%
- We do not consider this a task of the child helpline 16%
- Other 18%

2.5 Prevention projects - share child helplines with partnerships

<table>
<thead>
<tr>
<th></th>
<th>Social workers</th>
<th>Health workers</th>
<th>Police</th>
<th>Care Institutions</th>
<th>Justice department</th>
<th>Governmental child protection agencies</th>
<th>child protection NGOs</th>
<th>There were no partners</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocate for better implementation of existing laws</td>
<td>42%</td>
<td>21%</td>
<td>30%</td>
<td>23%</td>
<td>32%</td>
<td>44%</td>
<td>39%</td>
<td>2%</td>
</tr>
<tr>
<td>Advocate for the new laws</td>
<td>26%</td>
<td>9%</td>
<td>14%</td>
<td>16%</td>
<td>23%</td>
<td>32%</td>
<td>32%</td>
<td>2%</td>
</tr>
<tr>
<td>Educate and raise awareness with children</td>
<td>37%</td>
<td>32%</td>
<td>25%</td>
<td>32%</td>
<td>14%</td>
<td>36%</td>
<td>47%</td>
<td>2%</td>
</tr>
<tr>
<td>Raise awareness and educate those who work with children</td>
<td>42%</td>
<td>35%</td>
<td>32%</td>
<td>32%</td>
<td>18%</td>
<td>46%</td>
<td>40%</td>
<td>2%</td>
</tr>
<tr>
<td>Raise awareness change attitude of the general public</td>
<td>35%</td>
<td>28%</td>
<td>23%</td>
<td>21%</td>
<td>18%</td>
<td>42%</td>
<td>46%</td>
<td>2%</td>
</tr>
<tr>
<td>Raise awareness with and educate policy makers and decision makers</td>
<td>25%</td>
<td>19%</td>
<td>14%</td>
<td>16%</td>
<td>14%</td>
<td>30%</td>
<td>32%</td>
<td>5%</td>
</tr>
<tr>
<td>Research projects</td>
<td>26%</td>
<td>11%</td>
<td>9%</td>
<td>12%</td>
<td>9%</td>
<td>21%</td>
<td>33%</td>
<td>9%</td>
</tr>
<tr>
<td>Collected information and statistics</td>
<td>27%</td>
<td>23%</td>
<td>30%</td>
<td>25%</td>
<td>16%</td>
<td>38%</td>
<td>38%</td>
<td>9%</td>
</tr>
<tr>
<td>Total</td>
<td>33%</td>
<td>22%</td>
<td>22%</td>
<td>22%</td>
<td>18%</td>
<td>36%</td>
<td>38%</td>
<td>4%</td>
</tr>
</tbody>
</table>
Recommendations

Based on the information collected from child helplines for this report and an analysis of the data, CHI makes the following recommendations:

**Recommendation 1:**
Child helplines should be part of any holistic child protection system as outlined by government agencies and ministries.

Every year millions of children around the world experience some form of abuse or violence. The experience can have a devastating impact on their life. However, most are afraid to speak out and share what is happening to them. Only a small percentage of victims seek the care and protection they are entitled to.

Child helplines are available to children directly. They are confidential and can be trusted to work in the best interest of the child. For many children, child helplines are the first point of contact with the child protection system. Other child protection organisations and services should recognise the essential role that child helplines have in providing children with the opportunity to reach out and speak up for themselves.

**Recommendation 2:**
All key decision-makers should work towards ensuring that the contact between the child and the child helpline is free of costs no matter the communication technology, and that the availability of the child helpline reflects the needs of the children in any given country.

For millions of children every year, child helplines are the means to reach out, speak up and receive the appropriate services. It is pivotal that this contact is free of costs, as children, especially those in the direst circumstances, often do not have the resources to pay for a call or contact. Simultaneously, child helplines should not have to worry about costs of contacts, as this has a significant impact on their organisation and the level of service they can provide. Also, abuse does not limit itself to a ‘nine-to-five’ mentality. Child helplines should be available according to the local needs and at all hours if possible.

**Recommendation 3:**
Child helplines should be looked to as an essential source of information on issues faced by children for policy and decision-making.

Child helplines around the world receive millions of contacts on abuse and violence and other problems that children face every year. Because children contact child helplines themselves and directly, child helplines have a wealth of unparalleled insight, information and in-depth data on the issues that children face in their everyday lives. Policy and decision-makers should recognise this and use child helplines as an important source to inform legislation and policy.
Case Studies

It is often easy to get lost in numbers and statistics, and not see the humanity behind them. This section will bring the numbers and statistical information from the previous chapter to life.

Case studies related to Bullying

A 12-year old boy contacted a child helpline to share his experiences of long-term psychological abuse by his schoolmates. The boy started to skip school to avoid being bullied. His parents misunderstood what was happening and wanted to punish him. The boy agreed to the child helpline speaking to his parents. After a long conversation with child helpline personnel they were invited for counselling as a family. The situation was discussed and clarified and the boy chose to move to a different school because he felt a lack of support from the teachers at his current school. His parents demonstrated a strong understanding and supported their son when he chose to move schools. Later on they reported that their son had improved his grades at his new school.

A young girl who has been bullied since she was little called a child helpline to say that she did not want to live anymore and that she had thought about killing herself. The girl felt that nobody accepted her for who she was and because of this she had no self-esteem. The counsellor listened to the girl and reassured her that she was special and that she was worth living for. The young girl was very happy to hear this.

Case studies related to Physical Abuse

A young orphaned girl called on behalf of herself and her two siblings. Since their parents’ death a year ago, they had been living with their grandmother who abused them frequently. The children were planning to run away but on the evening of the call the grandmother had badly abused them. The girl managed to run to a neighbour’s house to call the child helpline and said that she feared for her siblings’ lives. The counsellor involved the local police. The police found the young girl’s siblings distressed and badly injured. The children were removed from the home and brought to a safe place. From there the case was handled by a social worker.

After receiving a text message from a 10-year old girl about being physically abused by her uncle, a child helpline worked with the local welfare department to conduct a school visit. The welfare department was advised that the girl was entrusted to her uncle when she was an infant. Her parents separated when she was very young and her father had to earn a living somewhere far away. The social worker from the welfare department saw the girl with scars on her forehead, face and arms. The girl said that she acquired the scars when her uncle burned her skin with a hot spoon. Her uncle also beat her with bamboo and put chilli on her mouth and eyes when he was drunk. The girl’s father, who did not know what was happening to his daughter, was contacted. He immediately came home and underwent counseling and preparation for reintegration with his daughter. A month after the girl was sheltered she was reunited with her father.
Case studies related to Neglect

A child helpline received a call stating that there were three young children suffering severe neglect. According to the caller, the children’s father was away and the mother often left them in the house alone. The eldest child was 5 years old. The neighbour also reported that on several occasions the children were spotted trapped between the window and the exterior bars of their third floor apartment. The neighbour could hear the children screaming as they were often left for several hours at a time. The child helpline contacted Social Services who sent a team to investigate the complaint. Their findings confirmed that the information was correct and the children were placed in a children’s shelter. The father was located and confirmed that the information was correct and the children were living far away because they did not love their daughter. Since she was still studying in the country, the girl had to stay and was living with her uncle. The girl’s relatives said horrible things about her mother and said that the real reason why she was living far away was because she did not love her daughter. Gradually these thoughts affected the girl and she felt hatred growing inside her towards her parents. She hated her parents so much that she even attempted suicide. All of her thoughts and feelings made her very anxious and depressed. To begin with the child helpline counsellor tried to help the girl build her self-confidence. Then the counsellor continued to talk to the girl about her relationship with her parents. After asking questions about the problems she was having, the counsellor felt that the girl’s feelings towards her parents were changing in a positive way. During the second phone conversation the girl told the child helpline that her uncle had beaten and insulted her. Afterwards she called the helpline to let us know that her parents had come home and she thanked us for our advice.

Case studies related to Emotional Abuse

A 17-year-old boy called a child helpline. He said that his stepfather often beats him and calls him insulting names. He also said that his stepfather had threatened to throw him on the street on his 18th birthday. The volunteer asked the boy what his mother said, and the boy said that his mother was often out of the house and generally takes his father side. The boy said that he does not think his mother loves him. The volunteer asked the boy if there was anyone he could talk to that he trusted. The boy indicated his aunt, the sister of his real father. The boy said that he would speak to his aunt and he also agreed that the child helpline could contact the Welfare Services to inform them about his situation. They also agreed that the volunteer would not inform the Welfare Service that the boy was a caller of the helpline to protect his identity.

A teenager phoned a child helpline to say she was clinically depressed and currently under the care of a psychiatrist. She said that her father was always at work and her mother was drinking heavily and was not able to give any attention to her and her two younger siblings. Her mother was also frequently verbally abusive towards her, her father and her siblings. The counsellor helped the teenager to identify adults in her life whom she could trust. The teenager and the counsellor also identified her grandmother’s house as a safe haven for her and her siblings when the situation at home became unmanageable or dangerous. In addition to the grandmother, a school counsellor was also identified as a trusted adult. The teenager agreed to meet with the School Counsellor later that week. Because of the suspected abuse, the information was given to Social Services. The teenager began meeting with her School Counsellor. With the help of her School Counsellor she gained the confidence and courage to reach out to Social Services for help.

Case studies related to Sexual Abuse

A 16 year old girl with multiple disabilities was repeatedly violated by her biological father. The girl’s sister noticed that the girl’s breasts and tummy were bulging. The sister called a child helpline and followed the helpline’s advice and took her sister to the clinic for a medical examination. The examination revealed that the girl was two months pregnant. The helpline reported the case to the local welfare department who summoned the father. The father admitted to the abuse and was tried and convicted. In coordination with the family it was decided that the pregnancy should be terminated and the girl was temporarily placed with social services to support her recovery.
The twelve Violence Against Children (VAC) recommendations that were issued by the UNVAC Study are listed below. The recommendations are formulated for all stakeholders and states specifically to take action to prevent and combat violence against children.

A. Overarching recommendations

1. Strengthen national and local commitment and action: I recommend that all States develop a multifaceted and systematic framework to respond to violence against children which is integrated into national planning processes. A national strategy, policy or plan of action on violence against children with realistic and time-bound targets, coordinated by an agency with the capacity to involve multiple sectors in a broad-based implementation strategy, should be formulated. National laws, policies, plans and programmes should fully comply with international human rights and current scientific knowledge. The implementation of the national strategy, policy or plan should be systematically evaluated according to established targets and timetables, and provided with adequate human and financial resources to support its implementation. However, any strategy, policy, plan or programme to address the issue of violence against children must be compatible with the conditions and resources of the country under consideration.

2. Prohibit all violence against children: I urge States to ensure that no person below 18 years of age is subjected to the death penalty or a sentence of life imprisonment without possibility of release. I recommend that States take all necessary measures to immediately suspend the execution of all death penalties imposed on persons for crimes committed before reaching the age of 18 and take the appropriate legal measures to convert them into penalties that are in conformity with international human rights standards. The death penalty as a sentence imposed on persons for crimes committed before reaching the age of 18 should be abolished as a matter of highest priority. I urge States to prohibit all forms of violence against children, in all settings, including all corporal punishment, harmful traditional practices, such as early and forced marriages, female genital mutilation and so-called honour crimes, sexual violence, and torture and other cruel, inhuman or degrading treatment or punishment, as required by international treaties, including the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment and the Convention on the Rights of the Child. I draw attention to general comment No. 8 (2006) of the Committee on the Rights of the Child on the right of the child to protection from corporal punishment and other cruel or degrading forms of punishment (articles 19, 28, para. 2, and 37, inter alia) (CRC/C/GC/8).

3. Prioritize prevention: I recommend that States prioritize preventing violence against children by addressing its underlying causes. Just as resources devoted to intervening after violence has occurred are essential, States should allocate adequate resources to address risk factors and prevent violence before it occurs. Policies and programmes should address immediate risk factors, such as a lack of parent-child attachment, family breakdown, abuse of alcohol or drugs, and access to firearms. In line with the Millennium Development Goals, attention should be focused on economic and social policies that address poverty, gender and other forms of inequality, income gaps, unemployment, urban overcrowding, and other factors which undermine society.

4. Promote non-violent values and awareness-raising: I recommend that States and civil society should strive to transform attitudes that condone or normalize violence against children, including stereotypical gender roles and discrimination, acceptance of corporal punishment and harmful traditional practices. States should ensure that children’s rights are disseminated and understood, including by children. Public information campaigns should be used to sensitize the public about the harmful effects that violence has on children. States should encourage the media to promote non-violent values and implement guidelines to ensure full respect for the rights of the child in all media coverage.

Annex I The UNVAC Study Recommendations
5. **Enhance the capacity of all who work with and for children:** I recommend that the capacity of all those who work with and for children to contribute to eliminate all violence against them must be developed. Initial and in service training which imparts knowledge and respect for children’s rights should be provided. States should invest in systematic education and training programmes both for professionals and non-professionals who work with or for children and families to prevent, detect and respond to violence against children. Codes of conduct and clear standards of practice, incorporating the prohibition and rejection of all forms of violence, should be formulated and implemented.

6. **Provide recovery and social reintegration services:** I recommend that States should provide accessible, child-sensitive and universal health and social services, including pre-hospital and emergency care, legal assistance to children and, where appropriate, their families when violence is detected or disclosed. Health, criminal justice and social service systems should be designed to meet the special needs of children.

7. **Ensure participation of children:** I recommend that States actively engage with children and respect their views in all aspects of prevention, response and monitoring of violence against them, taking into account article 12 of the Convention on the Rights of the Child. Children’s organizations and child-led initiatives to address violence guided by the best interests of the child should be supported and encouraged.

8. **Create accessible and child-friendly reporting systems and service:** I recommend that States should establish safe, well-publicized, confidential and accessible mechanisms for children, their representatives and others to report violence against children. All children, including those in care and justice institutions, should be aware of the existence of mechanisms of complaint. Mechanisms such as telephone helplines, through which children can report abuse, speak to a trained counsellor in confidence and ask for support and advice, should be established and the creation of other ways of reporting violence through new technologies should be considered.

9. **Ensure accountability and end impunity:** I recommend that States should build community confidence in the justice system by bringing all perpetrators of violence against children to justice and ensure that they are held accountable through appropriate criminal, civil, administrative and professional proceedings and sanctions. Persons convicted of violent offences and sexual abuse of children should be prevented from working with children.

10. **Address the gender dimension of violence against children:** I recommend that States should ensure that anti-violence policies and programmes are designed and implemented from a gender perspective, taking into account the different risks facing girls and boys in respect of violence; States should promote and protect the human rights of women and girls and address all forms of gender discrimination as part of a comprehensive violence-prevention strategy.

11. **Develop and implement systematic national data collection and research:** I recommend that States improve data collection and information systems in order to identify vulnerable subgroups, inform policy and programming at all levels, and track progress towards the goal of preventing violence against children. States should use national indicators based on internationally agreed standards, and ensure that data are compiled, analysed and disseminated to monitor progress over time. Where not currently in place, birth, death and marriage data registries with full national coverage should be created and maintained. States should also create and maintain data on children without parental care and children in the criminal justice system. Data should be disaggregated by sex, age, urban/rural, household and family characteristics, education and ethnicity. States should also develop a national research agenda on violence against children across settings where violence occurs, including through interview studies with children and parents, with particular attention to vulnerable groups of girls and boys.

12. **Strengthen international commitment:** I recommend that all States ratify and implement the Convention on the Rights of the Child and its two Optional Protocols on the involvement of children in armed conflict and on the sale of children, child prostitution and child pornography. All reservations that are incompatible with the object and purpose of the Convention and the Optional Protocols should be withdrawn in accordance with the Vienna Declaration and Plan of Action of the World Conference on Human Rights of 1993. States should ratify all relevant international and regional human rights instruments that provide protection for children including the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment and its Optional Protocol; the Rome Statute of the International Criminal Court; the Convention on the Elimination of All Forms of Discrimination against Women and its Optional Protocol; ILO Conventions No. 138 on the Minimum Age for Admission to Employment and No. 182 on the Worst Forms of Child Labour; and the United Nations Convention against Transnational Organized Crime and the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime. States should implement all their international legal obligations and strengthen their cooperation with the treaty bodies.
Annex II  Main forms of abuse

This annex contains more information on the reported cases of abuse. Here, CHI is only able to present an excerpt of the full information and data that is available. Any person interested in the complete set of data may contact the CHI Secretariat.

Physical abuse

Twenty nine percent of the cases reported to the child helplines surveyed for this report involved physical abuse. The reports show that overall girls and boys are almost equally likely to be a victim of physical abuse. The age distribution of girls and boys are different: 10 – 12 year olds are the most common victims amongst boys, while 13 – 15 year olds are the most common victims amongst girls (graph II.1).

Parental figures (including foster and step parents) are a prominent perpetrator group according to more than half of the child helplines surveyed. Direct family members account for 36% and extended family members for an additional 35% of physical abusers. In the Americas and Caribbean and in Asia Pacific, child helplines report even higher incidences of family members being responsible for physical abuse of children. Child helplines from Europe and MENA, on the other hand, point less often to family members as the perpetrators of physical abuse. On the worldwide level, perpetrators of physical abuse are 64% more likely to be a man than a woman. Twice as many child helplines in Africa and Europe indicate men to be the perpetrators of physical abuse toward children than women. In the Americas and Caribbean, in Asia Pacific and in MENA, this gender ratio is lower.
Bullying

On the global level bullying accounted for 27% of the cases reported. There are significant regional differences. In Africa bullying was a mere 1% of reported cases of responding child helpline. In Europe and MENA more than 35% of cases reported were about bullying and in Asia Pacific 32% (Graph II.4).

Worldwide, most reports about bullying involve girls and boys in the age range 10 – 15 years and more girls than boys (graph II.5). On the world level, girls are more likely a victim of bullying than boys. In countries with a high HDI level most victims are girls, whereas in countries with a medium or low HDI level, most reports on bullying concerned boys (Graph II.6).

Peers (children in the same age range, be they family, friend or other) are the main perpetrator group of bullying (43%) on the global level according to responding child helpline. On the regional level there are large differences in this: In Americas and Caribbean and Europe most child helpline indicated peers to an important perpetrator group, while in Africa, Asia Pacific and MENA mainly adults are identified as the perpetrator of bullying. Child helplines in countries with a high HDI level report peers to be the perpetrator more. In countries with a medium or low HDI, child helplines identify adults more often as the perpetrator of bullying. Overall, men are two and a half times more likely to be the perpetrators than women according to responding child helplines. In Africa, Americas and Caribbean and Asia Pacific, this ratio is about two. In Europe the ratio is more than four and in MENA almost six (graph II.7).
Sexual abuse

Almost 40,000 cases of sexual abuse of children were reported to responding child helplines - 17% of all reported abuse cases. By far, most reports of sexual abuse are about girls (almost 75% of all sexual abuse cases), and cases on boys tend to involve somewhat younger victims. There is a large difference in the number of reports on sexual abuse against girls versus boys. It occurs in every region and across HDI levels. More than half of all sexual abuse cases were reported to child helplines in Asia Pacific. On the other hand only 1% of all sexual abuse cases were reported to child helplines in the MENA region.

According to 90% of child helpline responses, the majority of perpetrators of sexual abuse against children are men. The gender ratio of perpetrators is skewed according to similar ratios for all regions. There is a correlation between the HDI level and the gender of the perpetrator: in countries with a low HDI level the gender ratio (men/women) is eight; in countries with medium HDI level more than ten and in countries with high and very high HDI the ratio is over thirteen (graph II.10).
Emotional abuse

There were 50% more reported emotional abuse cases involving girls than boys. In countries with a very high HDI level there were many more reports on girls than on boys; child helplines located in countries with medium or low HDI levels received similar number of cases on boys and girls.

Fewer reports on emotional abuse were made to child helplines in countries with very high and high HDI levels than can be expected; most reports (56%) came from child helplines in countries with a medium to low HDI level.

Family members are the main perpetrators responsible for emotional abuse according to 70% of the responding child helplines. This percentage is similar to what was seen for physical and sexual abuse cases. There are some variations in the family status of the perpetrator on the regional level: in Europe 83% of responding child helplines cited family, direct or extended, to be the main perpetrators of emotional abuse. In MENA this share is 58%. While in countries with a high HDI level those responsible for emotional abuse are mostly reported to be a member of the child’s direct family, in countries with a medium level HDI the number of reported cases involving direct and extended family members are almost equal and in countries with a low HDI level most perpetrators are reported to be a member of the extended family.

Unlike for bullying, physical and sexual abuse (and congruent with neglect), women are the most frequent perpetrators of emotional abuse (graph II.13).
Neglect

For cases in which the gender of the child was known, girls are more likely to be a victim of neglect than boys. The distributions in graph II.14 show a peak at the age group 7 – 9 years old. This indicates that victims of neglect are younger than children who suffer other forms of abuse and violence. The data on the regional levels shows that especially in Africa and Europe this seems to be true.

Almost half of all cases reported to child helplines in Africa on abuse involved neglect (48%). This is many times more than in the other regions. Child helplines in countries with high HDI level received considerably less contacts about neglect than could be expected. Conversely, child helplines in countries with medium and low HDI levels reported more neglect cases (graph II.15).

Due to the nature of neglect, whereby love, care and attention is withheld from a child, it is not surprising that 80% of responding child helplines indicated that family members are the main perpetrator group. Additionally, parental figures (including step-, foster- and grandparents) account for more than 80% of this group. According to 54% of responding child helplines, most perpetrators with a known gender are women, in contrast to the norm for bullying, physical and sexual abuse (and similar to emotional abuse). The perpetrator gender and family characteristics in the different regions and HDI levels follow similar patterns.
Annex III Methodology

The fourth CHI Violence against children questionnaire

The fourth CHI VAC questionnaire was developed in December 2009 and January 2010 in cooperation with members of the CHI Advocacy Taskforce. Consultations with external experts of Plan International and Info Society Stats were held on particular questions and definitions.

The questionnaire consisted of three sections. The first section focused on the child protection sector in the country of the child helpline. In the second section child helplines were asked to provide data on the contacts they had with children for the main forms of abuse and violence through all means of contact. (According to the CHI Glossary of Recommended Terms of Intervention and historical data from Connecting to Children: bullying, physical abuse, sexual abuse, emotional abuse, neglect). Child helplines were asked to provide the number of cases of violence and abuse they received segregated by gender and age of the child concerned. The data provided complements the information collected through Connecting to Children. The data on contacts in the latter is segregated according to the status of the caller (adult/child) and the reason for contact. Separate questions were posed to the child helplines to describe the national situation on corporal punishment and provide data for the contacts they had on online abuse and violence. The third section of the questionnaire dealt with services child helplines provided to children that contacted them about violence and projects they implemented towards preventing violence and abuse.

Comparing with Connecting to Children

Comparing the response levels with the membership and the response levels for Connecting to Children, member responses from Europe and MENA are underrepresented and members from Africa, Americas and Caribbean and Asia Pacific are slightly overrepresented. Comparison of the data collected through Connecting to Children and the VAC questionnaire shows no significant disparities between the two data sets on violence and abuse. The distribution of the contacts over the different forms of violence and abuse on the world level for both collections is very similar.

On the regional level there are some differences, especially between the data sets from African child helplines. While in the data for Connecting to Children, physical abuse is the most important reasons for contact, neglect is the most important in the data collected through the VAC questionnaire. In the data from Americas and Caribbean the opposite occurs. The data collected from the other regions is mostly similar. This comparison

<table>
<thead>
<tr>
<th>III.1 Child helpline responses VAC and CTC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region</td>
</tr>
<tr>
<td>-------------------------</td>
</tr>
<tr>
<td>Africa</td>
</tr>
<tr>
<td>Americas and Caribbean</td>
</tr>
<tr>
<td>Asia Pacific</td>
</tr>
<tr>
<td>Europe</td>
</tr>
<tr>
<td>MENA</td>
</tr>
<tr>
<td>World</td>
</tr>
</tbody>
</table>
does show that some precautions have to be taken into account when analysing the data across all regions and data sets.

**Statistical analysis**

Statistical analysis of the reports on abuse and violence was carried out by Dr. Ruben Fukkink of the University of Amsterdam, based on the data provided by child helplines. A full report on the results of this analysis can be received, free of costs, upon request from the CHI Secretariat.

---

**Lessons learnt and the way forward...**

The collection of data on cases of abuse and violence by gender and age of the child concerned is very important. The collected data proved to be very rich and was suitable for multi-level analysis. On the other hand, some collected information proved not to be useful for analysis. CHI will continue to endeavour to enrich and improve its data collection while not overburdening its member child helplines.

---

### III.2 Nature of abuse and violence regions – VAC data

<table>
<thead>
<tr>
<th></th>
<th>Africa</th>
<th>Americas</th>
<th>Asia Pacific</th>
<th>Europe</th>
<th>MENA</th>
<th>World</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>no.</td>
<td>%</td>
<td>no.</td>
<td>%</td>
<td>no.</td>
<td>%</td>
</tr>
<tr>
<td>Bullying</td>
<td>398</td>
<td>1%</td>
<td>7,495</td>
<td>24%</td>
<td>31,896</td>
<td>32%</td>
</tr>
<tr>
<td>Physical abuse</td>
<td>8,808</td>
<td>22%</td>
<td>12,453</td>
<td>40%</td>
<td>28,170</td>
<td>28%</td>
</tr>
<tr>
<td>Sexual abuse</td>
<td>5,640</td>
<td>14%</td>
<td>3,301</td>
<td>11%</td>
<td>21,303</td>
<td>21%</td>
</tr>
<tr>
<td>Emotional abuse</td>
<td>5,874</td>
<td>15%</td>
<td>4,703</td>
<td>15%</td>
<td>9,674</td>
<td>10%</td>
</tr>
<tr>
<td>Neglect</td>
<td>18,915</td>
<td>48%</td>
<td>2,873</td>
<td>9%</td>
<td>10,091</td>
<td>10%</td>
</tr>
<tr>
<td>Total</td>
<td>39,435</td>
<td>100%</td>
<td>30,825</td>
<td>100%</td>
<td>101,134</td>
<td>100%</td>
</tr>
</tbody>
</table>

### III.3 Nature of abuse and violence regions – CTC data

<table>
<thead>
<tr>
<th></th>
<th>Africa</th>
<th>Americas</th>
<th>Asia Pacific</th>
<th>Europe</th>
<th>MENA</th>
<th>World</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>no.</td>
<td>%</td>
<td>no.</td>
<td>%</td>
<td>no.</td>
<td>%</td>
</tr>
<tr>
<td>Bullying</td>
<td>954</td>
<td>3%</td>
<td>17,391</td>
<td>16%</td>
<td>20,461</td>
<td>35%</td>
</tr>
<tr>
<td>Physical abuse</td>
<td>13,330</td>
<td>40%</td>
<td>23,646</td>
<td>22%</td>
<td>16,987</td>
<td>29%</td>
</tr>
<tr>
<td>Sexual abuse</td>
<td>5,774</td>
<td>17%</td>
<td>15,967</td>
<td>15%</td>
<td>10,104</td>
<td>17%</td>
</tr>
<tr>
<td>Emotional abuse</td>
<td>6,375</td>
<td>19%</td>
<td>22,299</td>
<td>21%</td>
<td>5,760</td>
<td>10%</td>
</tr>
<tr>
<td>Neglect</td>
<td>6,720</td>
<td>20%</td>
<td>27,920</td>
<td>26%</td>
<td>5,764</td>
<td>10%</td>
</tr>
<tr>
<td>Total</td>
<td>33,153</td>
<td>100%</td>
<td>107,023</td>
<td>100%</td>
<td>59,076</td>
<td>100%</td>
</tr>
</tbody>
</table>
Colophon

Child Helpline International (CHI) is the global network of child helplines, working to protect the rights of the child. We have members in 124 countries (August 2010) and are founded on the belief that children and young people not only have rights, but that they alone are the best individuals to identify and express their problems if they are equipped with the proper tools.

Child Helpline International (CHI)
Herengracht 418
1017 BZ Amsterdam
The Netherlands

Phone: +31 (0)20 528 9625
Fax: +31 (0)20 638 7655
E-mail: info@childhelplineinternational.org
Web: www.childhelplineinternational.org

Writing and compilation: CHI Secretariat
Design: Link Design (Amsterdam)
Printing: Partly sponsored by Johan Enschedé, Amsterdam
Drawings: Kindly donated by child helplines and supporters
Pictures: I-stock photos, unless otherwise indicated

Support:
Altragracia Chapman (Telefon pa Hubentud, Aruba), Cesar Bazan (Plan International, United Kingdom), Grant Taylor (What’s Up, New Zealand), Joan van Niekerk (Childline South Africa), Irene Nyamy (Childline Kenya), Maggie Lazaridis (Smile of the Child, Greece), Ohaila Shomar (Sawa 121, Palestine), Sheridan Roberts (Info Society Stats, Australia)

Copyright © Child Helpline International, November 2010
The Global Network of Child Helplines
Membership as of August 2010

FULL MEMBERS*
Countries with child helplines that fulfill the CHI membership criteria.

109 members in 95 countries

- Algeria
- Antigua, Barbuda
- Argentina
- Aruba
- Australia
- Austria
- Bahrain
- Bangladesh
- Belgium
- Bosnia Herzegovina
- Botswana
- Brazil
- Brunei
- Bulgaria
- Canada
- Chile
- China
- Colombia
- Costa Rica
- Cote-d’Ivoire
- Croatia
- Curacao
- Czech Republic
- Denmark
- Dominican Republic
- Egypt
- Estonia
- Finland
- France
- Germany
- Greece (2)
- Guinea Conakry
- Hong Kong, China
- Iceland
- Hungary
- Ireland
- India
- Indonesia
- Iran SPRC
- Ireland
- Italy
- Jamaica
- Japan
- Jordan
- Kazakhstan
- Kenya
- Korea, South (2)
- Latvia (2)
- Lesotho
- Lithuania
- Luxembourg
- Macedonia
- Malawi
- Mauritius
- Mexico
- Mongolia
- Namibia
- Nepal
- New Zealand (3)
- Nigeria
- Norway
- Pakistan
- Palestine
- Paraguay
- Peru
- Philippines
- Poland
- Portugal
- Qatar
- Romania
- Russia
- Senegal
- Serbia
- Singapore
- Slovakia
- Slovenia
- South Africa
- Spain
- Sri Lanka
- St. Maarten
- Suriname
- Swaziland
- Sweden
- Switzerland
- Taiwan, R.O.C.
- Thailand
- Trinidad, Tobago
- U.S.A. (7)
- Uganda
- United Arab Emirates Sharjah
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- United Kingdom (4)
- Uganda
- United Arab Emirates Abu Dhabi
- Uzbekistan
- Zambia
- Afghanistan
- Albania
- Armenia
- Azerbaijan
- Bahrain
- Belarus
- Benin
- Bhutan
- Bolivia
- Brazil
- Cambodia
- Ecuador
- El Salvador
- Ethiopia
- Guatemala
- Iraq
- Lebanon
- Liechtenstein
- Malaysia
- Maldives
- Mali
- Mozambique
- Saudi Arabia
- Sudan

ASSOCIATE MEMBERS* 29 members in 29 countries
Countries that CHI is working closely with to start child helplines, and that fulfill the CHI associate membership criteria.

- Afghanistan
- Albania
- Armenia
- Azerbaijan
- Bahrain
- Belarus
- Benin
- Bhutan
- Bolivia
- Brazil
- Cambodia
- Ecuador
- El Salvador
- Ethiopia
- Guatemala
- Iraq
- Lebanon
- Liechtenstein
- Malaysia
- Maldives
- Mali
- Mozambique
- Saudi Arabia
- Sudan

*For full details of individual members please visit www.childhelplineinternational.org