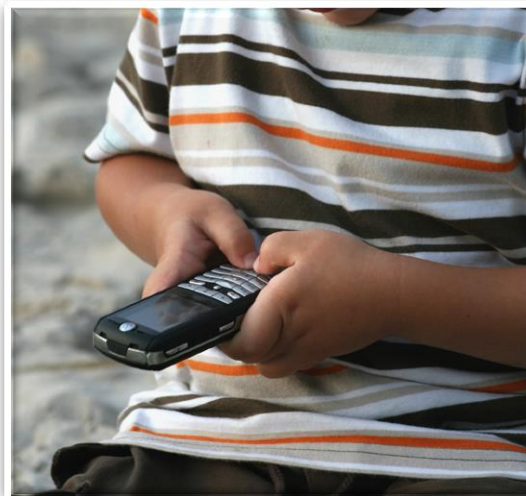


Giving a voice to children and young people

Child Helplines and the Potential of New Technologies



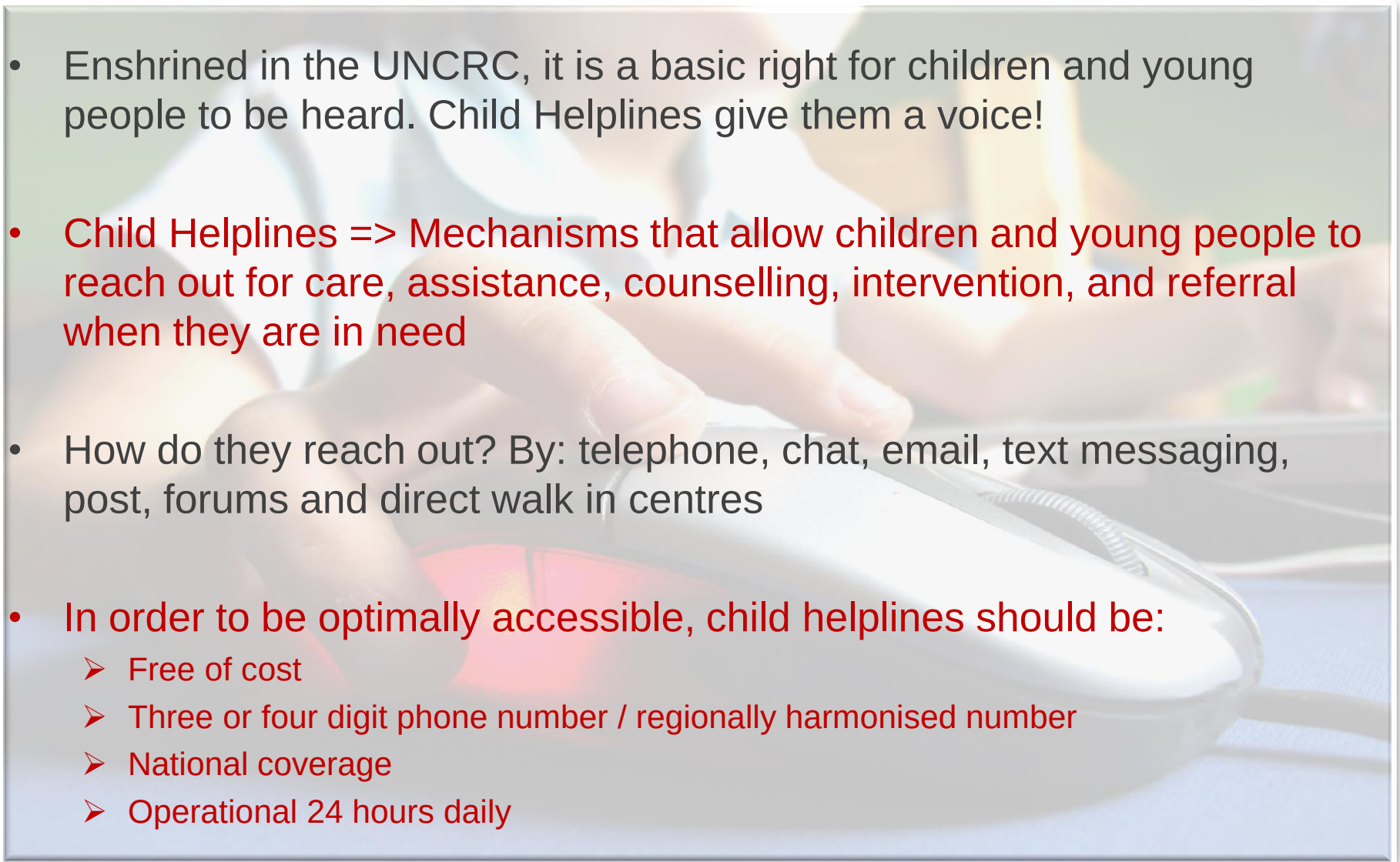
Nenita La Rose
Executive Director
Child Helpline International

Child Helpline International



- Established in 2003, Child Helpline International (CHI) is a global network of child helplines
- CHI has **178 members in 143 countries**
- CHI strengthens child protection systems by:
  - supporting child helplines with their establishment and capacity building;
  - using data from children and young people to influence governments, policy makers and international institutions so that they listen and respond to their needs both regionally and globally
- Since 2003, more than **126 million** contacts have been made with CHI member child helplines by children and young people seeking care and protection

The Importance of Child Helplines

- 
- Enshrined in the UNCRC, it is a basic right for children and young people to be heard. Child Helplines give them a voice!
  - Child Helplines => Mechanisms that allow children and young people to reach out for care, assistance, counselling, intervention, and referral when they are in need
  - How do they reach out? By: telephone, chat, email, text messaging, post, forums and direct walk in centres
  - In order to be optimally accessible, child helplines should be:
    - Free of cost
    - Three or four digit phone number / regionally harmonised number
    - National coverage
    - Operational 24 hours daily

What Happens When You Contact a Child Helpline?

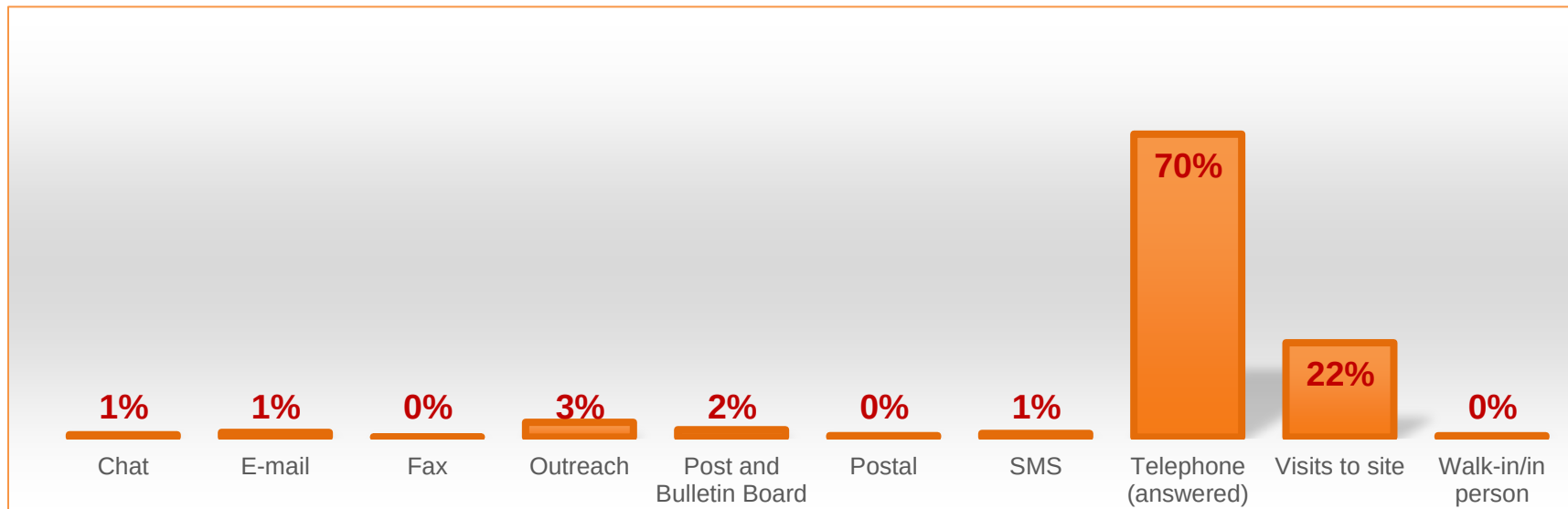


How do children and young people reach out to child helplines?



Drop by or Walk in Centres

Different forms of Communication 2002-2012



Type of Communication	Total number of Contacts
Chat	938668
E-mail	1851978
Fax	6563
Outreach	5777221
Post and Bulletin Board	2892898
Postal	590004
SMS	1449652
Telephone (answered)	117772799
Visits to site	36689159
Walk-in/in person	563218
Grand Total	168532160

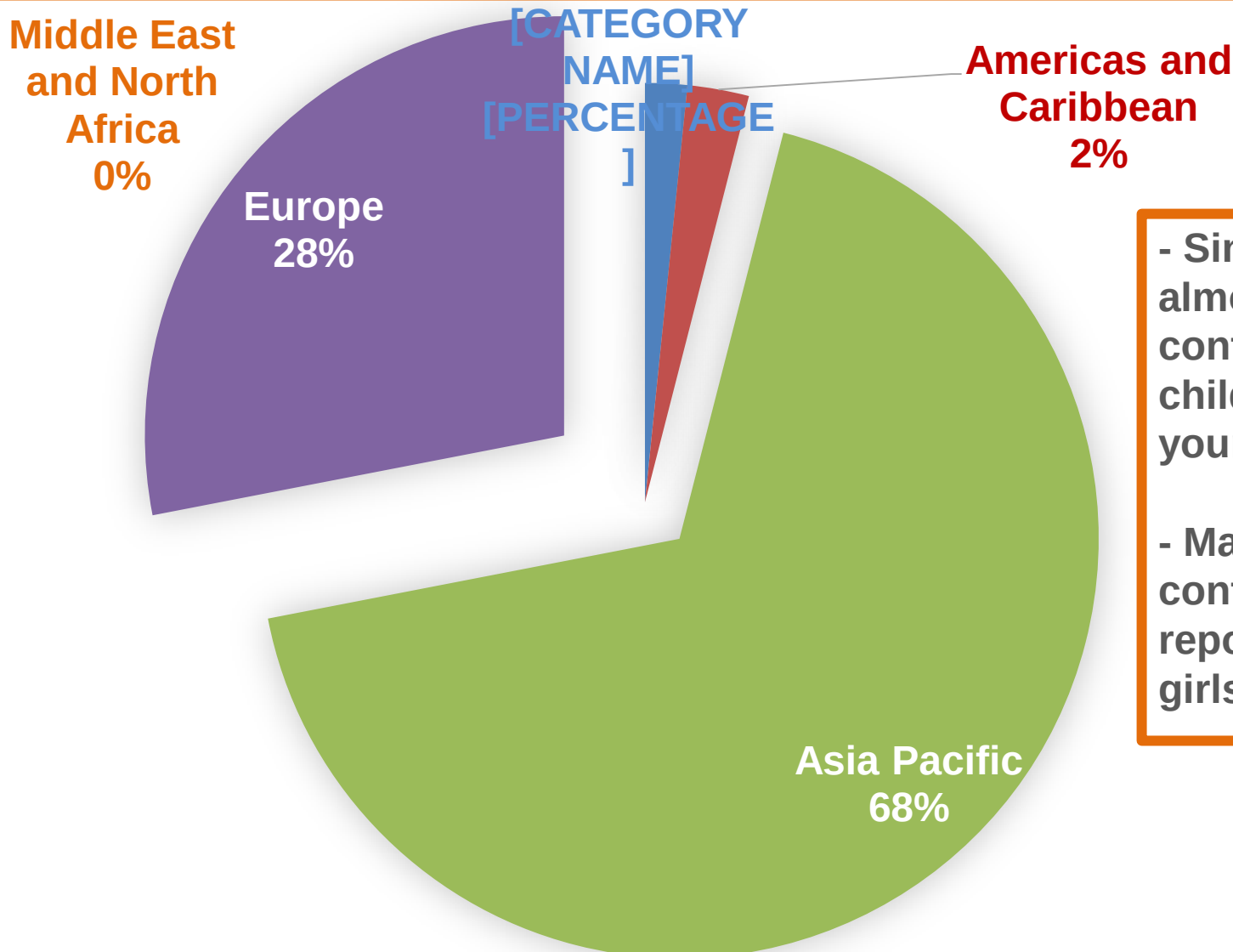
* Data from 2002-2012

**In 2013, CHI Conducted A Global Survey (74 Members) on:
‘What New Technologies Are Currently Being Implemented?’**

Results per Region

- ✓ **Europe:** Facebook, Email, IM / Chat
- ✓ **Americas and the Caribbean:** Facebook, Twitter, Email, IM / Chat
- ✓ **Asia and the Pacific:** Facebook, Email, Blog, Twitter, SMS, Web Self-Services
- ✓ **Africa:** Email, SMS, Facebook, Web Self-Services
- ✓ **MENA:** Email, Facebook

CHI Data on Cyberbullying : 2011-2012



- Since 2011, almost 31,000 contacts from children and young people

- Majority of contacts were reported by girls (71%)

CHI to collect the following data in the future:

- Child Pornography**
- Internet addiction**
- Online gaming**

A close-up photograph of a child's hand typing on a computer keyboard. The child is wearing a blue and red striped shirt. The text is overlaid in large, bold, red capital letters.

INNOVATIVE IDEAS USED BY CHILD HELPLINES AROUND THE WORLD

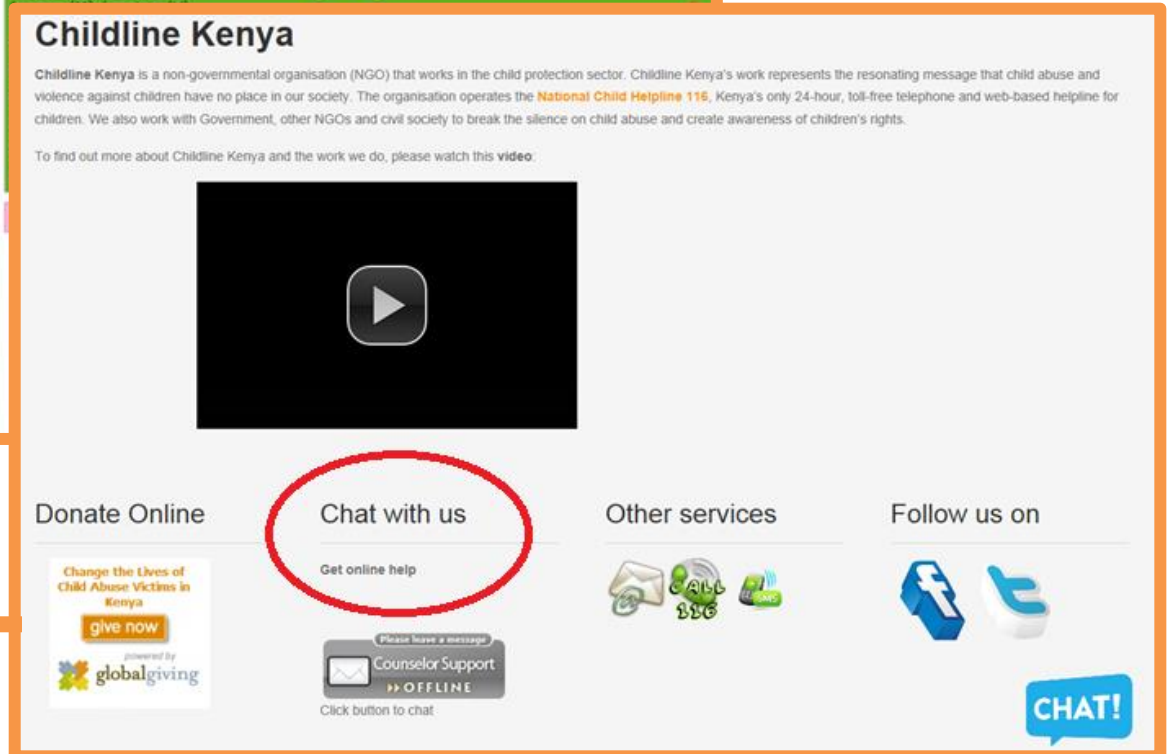
Child Helplines - Chat

De Kinder
Telefoon
Holland



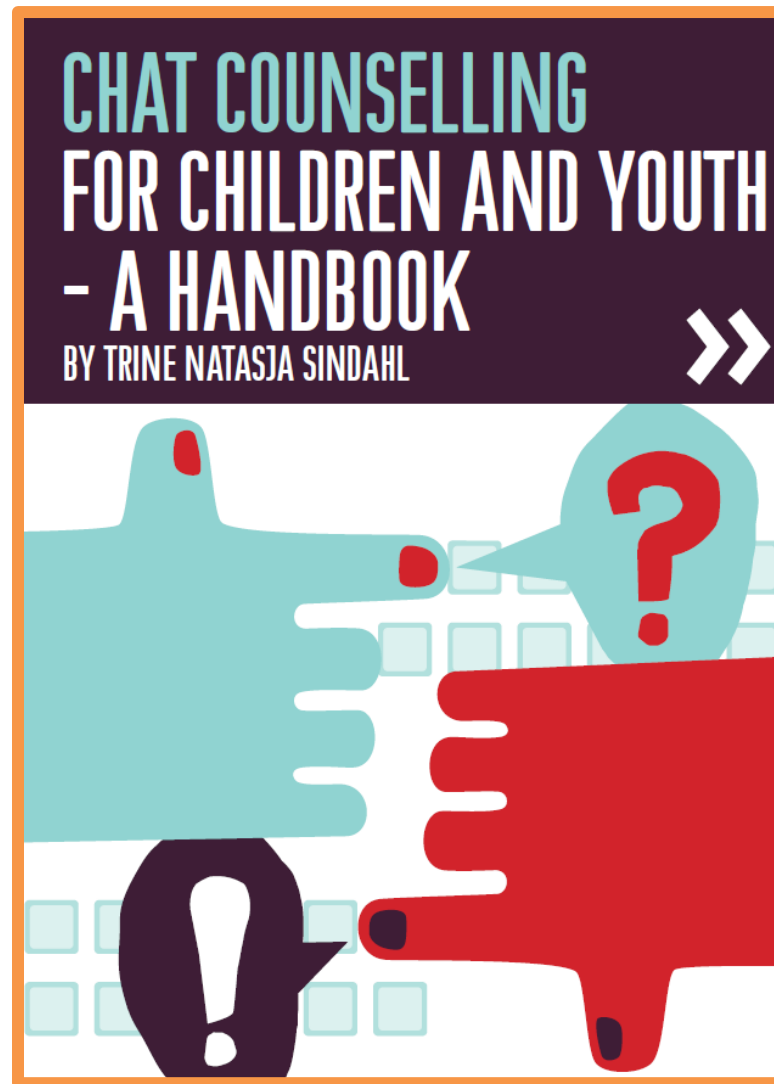
The screenshot shows the website for De Kinder Telefoon. At the top, there is a navigation bar with links: HOME, TOPICS, FORUM, SHOUT-OUT, and GEDICHTEN. A red banner at the top left says "MEER HULP!". Below the navigation bar, there is a section titled "CHAT" with a sub-section "CHAT MET EEN VRIJWILLIGER". This section contains text explaining that users can chat with a volunteer from 11 AM to 8 PM, and a yellow button labeled "Chat". Below this, there is another section titled "CHATTEN MET DE KINDERTELEFOON" with text explaining that users can chat with the Kindertelefoon itself, with a waiting time of no more than 20 minutes. A red circle highlights the "Chat" button in the "CHAT MET EEN VRIJWILLIGER" section.

Child Line Kenya



The screenshot shows the website for Childline Kenya. The header includes the text "Childline Kenya" and a paragraph describing the organization as a non-governmental organization (NGO) that works in the child protection sector. Below the header, there is a video player with a play button. At the bottom, there is a navigation bar with links: "Donate Online", "Chat with us", "Other services", and "Follow us on". The "Chat with us" link is circled in red. Below the "Chat with us" link, there is a button labeled "Get online help" and a button labeled "Click button to chat". A red circle highlights the "Chat with us" link.

Manual : Chat Counselling



Please go to <http://www.childhelplineinternational.org/resources/> to download the manual

Child Helplines – Mobile APP

Always There
By Kids Help Phone / Jeunesse Jecoute
Open iTunes to buy and download apps.

Description
The Kids Help Phone app provides a password protected space for you to log your feelings during the day, as well as youth-submitted inspirational quotes, tips on taking care of yourself, and jokes aimed at helping you cope with stress. The Info Booth has lots of information on emotional health topics and more. Finally, the app can also...

What's New in Version 2.0.450
Bug fix for direct calling resources

iPhone Screenshots

Carrier
How are...

Select a fee...

Can't you think feeling this way this feeling? We started to feel t...

Enter your fe...

View Cal...

How...

More iPhone Apps by Kids Help Phone / Jeunesse Jecoute

Toujours à l'écoute
View in iTunes

Need help? We can help you
Get Connected is the UK's free, confidential helpline service for young people under 25. We're here for any issue. Tap here to get help

Need help?
We're here every day to help and support you. Search for an issue or browse our issue directory to get all of the information that you need.

Call **Chat**

Text **E-mail**

Share details **Save details**

Search by issue

Browse our issue directory

How we help
A short clip about what we can offer

Get Stuff

Customise **Donate**

TELEFONO AZZURRO

Telefono Azzurro risponde

1.96.96
Linea gratuita per bambini

199.15.15.15
Linea per adulti ed educatori

116.000
Linea gratuita bambini scomparsi

114
EMERGENZA INFANZIA
114 Emergenza infanzia

Hot 114
HOT114 Segnalazione online di siti e contenuti pedopornografici

TELEFONO AZZURRO
azzurro.it

Numeri di telefono **Crediti**

Kids Help Phone - Canada

Telefono Azzurro - Italy

Get Connected - UK

Daniel Radcliff Supports New App



Child Helplines - SMS



The screenshot shows the website for Lifeline / Childline Zambia. The header includes the logo and the text "Break the Silence promote Child Safety, protect the Zambian Child". Navigation tabs include Home, SMS, Online Chat, Email Chat, Aunt Flo, Info, 933 Info, and Contact. The main content area is titled "How to Chat through SMS" and features a large red circle around the text "SEND SMS TO 116". Below this, it says "you can contact ChildLine through sms about any problems or worry you might be having. To chat through SMS, please send a text message to the number 116 and we will get back to you instantly!". There are also links for "PHONE CALL TO 116", "CHAT ONLINE", and "CHAT THROUGH EMAIL".

Child Line
Zambia

Pro Juventute
Beratung + Hilfe
147, Switzerland



The screenshot shows the website for Pro Juventute. The header includes the logo and the text "Für dich da!". Navigation tabs include Über uns | Angebote | 147 | Shop | Spenden. The main content area is titled "SMS-Beratung 147" and features a red circle around the text "SMS-Beratung 147". Below this, it says "Du kannst uns auch per SMS kontaktieren. Vertraulich, gratis und jederzeit. Wir antworten dir in der Regel innerhalb von 24 Stunden. Magst du nicht so lange warten oder brauchst du sofort Hilfe, dann ruf uns unter der Telefonnummer 147 an." There is also a section for "Öffnungszeiten beim Chat 147" with a red circle around the text "Öffnungszeiten beim Chat 147".

Child Helplines - Games

[Change wallpaper](#) [Help](#) [Accessibility](#)

**ChildLine**
0800 1111 

[Explore](#)
advice, info, help

[Talk](#)
call, email, chat

[Your locker](#)
[Log In](#) | [Sign up](#)

You are here: [ChildLine](#) / [Play](#) / Games

Games

Results 1 - 10 of 33   « Previous   1 2 3 4   Next »

	Wall of Expression		Bubblewrap
	Invaders		Trivia Quiz
	Street Striker		The Sky's the Limit
	Pong		Race

Buddy and Koko

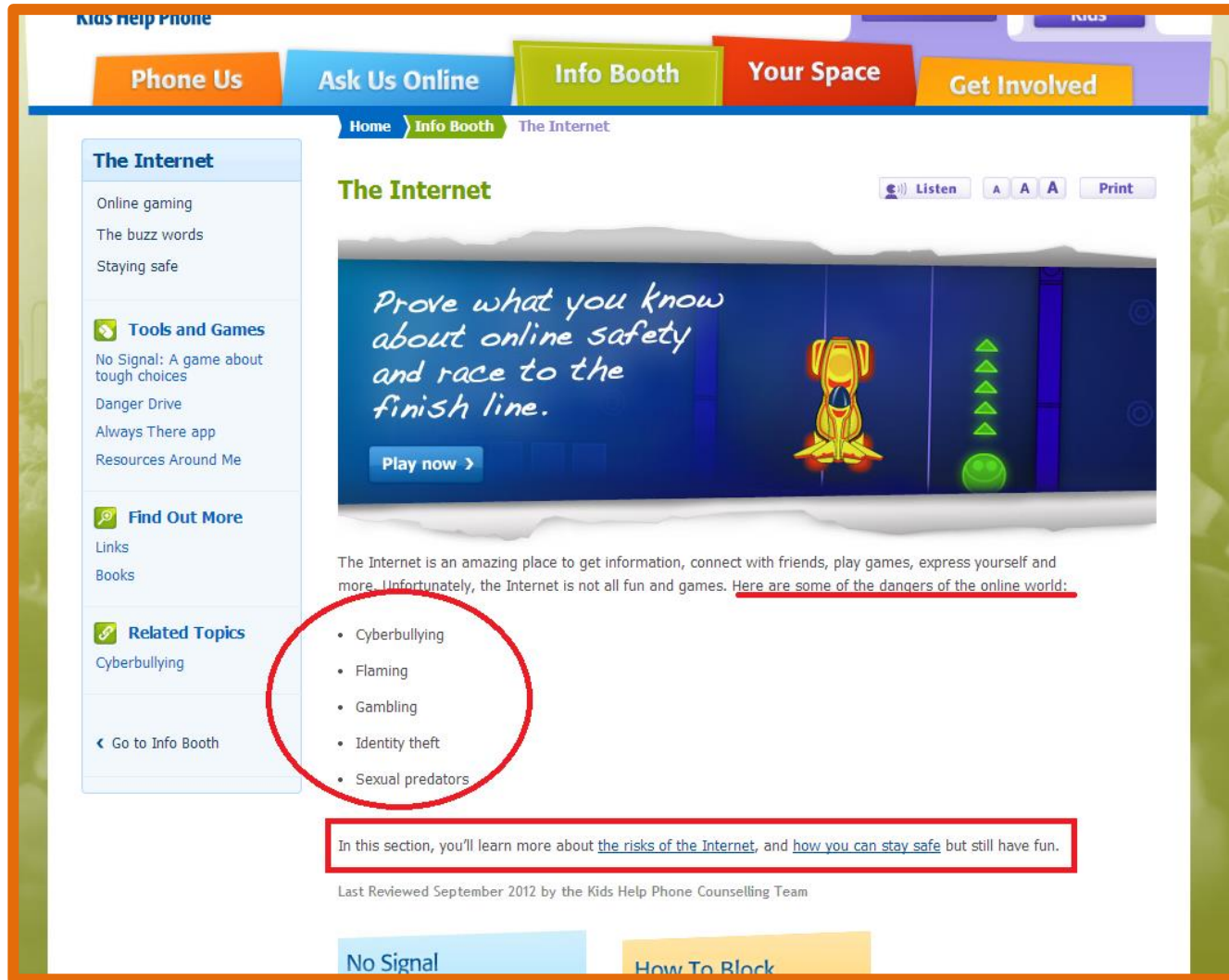


Help Buddy and Koko save the Golden Idol of Friendship from down the mine!

Watch videos



Child Helplines – Creating Awareness + Support



Kids Help Phone

Phone Us Ask Us Online Info Booth Your Space Get Involved

Home Info Booth The Internet

The Internet

Listen A A A Print

Prove what you know about online safety and race to the finish line.

Play now >

The Internet is an amazing place to get information, connect with friends, play games, express yourself and more. Unfortunately, the Internet is not all fun and games. Here are some of the dangers of the online world:

- Cyberbullying
- Flaming
- Gambling
- Identity theft
- Sexual predators

In this section, you'll learn more about [the risks of the Internet](#), and [how you can stay safe](#) but still have fun.

Last Reviewed September 2012 by the Kids Help Phone Counselling Team

No Signal How To Block

Child Helplines – Creating Awareness + Support

SaferNet Brasil selfie ad shows teens what happens with nude pics

April 2, 2014 • 1 Response • Estimated reading time: 2 minutes, 8 seconds



(See a larger version of the ad)

In the age of [selfies](#) and [Snapchat](#), teens are increasingly exposing themselves to their friends. Unfortunately, those photos are often distributed to other friends or posted to the Internet. A Brazilian association named [SaferNet Brasil](#) has created a print ad campaign to educate teens about how easily those pictures spread.

Child Helplines –Online Councillors tackle cyberbullying



CHI & ITU Online Child Protection

**Committed to connecting the world**

[ITU](#) [General Secretariat](#) [Radiocommunication](#) [Standardization](#) [Development](#) [ITU Telecom](#) [Membership](#)

[About ITU](#) [Newsroom](#) [Events](#) [Publications](#) [Statistics](#) [Areas of Action](#) [Regional Presence](#) [Careers](#)

Child Online Protection

[YOU ARE HERE](#) [HOME](#) > [COP](#)

[SHARE](#) [f](#) [t](#) [in](#) [e](#)

[Welcome to COP](#)

[About](#)

[Guidelines](#)

[Featured Activities](#)

[Working Together](#)

[Events](#)

[Resources](#)



Child Online Protection

Protecting children online is a global challenge, which requires a global approach. While many efforts to improve child online protection are already under way, their reach has been more national than global. ITU has established the **Child Online Protection initiative** to create an **international collaborative network** and promote online safety of children around the world.

[Learn more >](#)

[Latest News](#)

[Events](#)

[View all >](#)

ITU celebrates global Safer Internet Day, 11 February
Tuesday, February 11, 2014

Safer Internet Day: 11 February 2014
Tuesday, February 11, 2014

Invitation for a consultation by ITU and UNICEF
Sunday, December 1, 2013

Wise Kids at BYND2015 Youth Summit in Costa Rica
Wednesday, September 11, 2013

GUIDELINES



FEATURED ACTIVITIES



VIDEO CORNER



Current CHI Projects: Connecting Children through ICT's

CHI is working with BlackBerry, CITELE and Google in creating an application that will allow children and young people to be connected to the helplines in the Americas and Caribbean easily.

The app will allow the child to call, SMS, chat or email the helpline.

CHI is hoping to develop and present the app at the International Consultation in London.



Recommendations

➔ **Prevention**

➔ **Protection**

➔ **Public Awareness**

Call for Action!



Telecom Operators:

Waive costs for incoming calls to child helplines through toll-free numbers



Telecom Regulators:

Make child helpline numbers emergency numbers



Manufacturers:

Enable easy and free of cost accessibility to the child & to child helplines through: products, sponsorship and communications



All stakeholders:

Support and make use of child helplines as key tools in child online protection – primarily in prevention

IC : The Right to be Heard: Empowering Children and Young People through Technology



The main focus this year will be on the use of technology and how it equips and enables children and young people to reach out and protect themselves when they need care and support.



THANK YOU
for
LISTENING
to
Children and Young People!