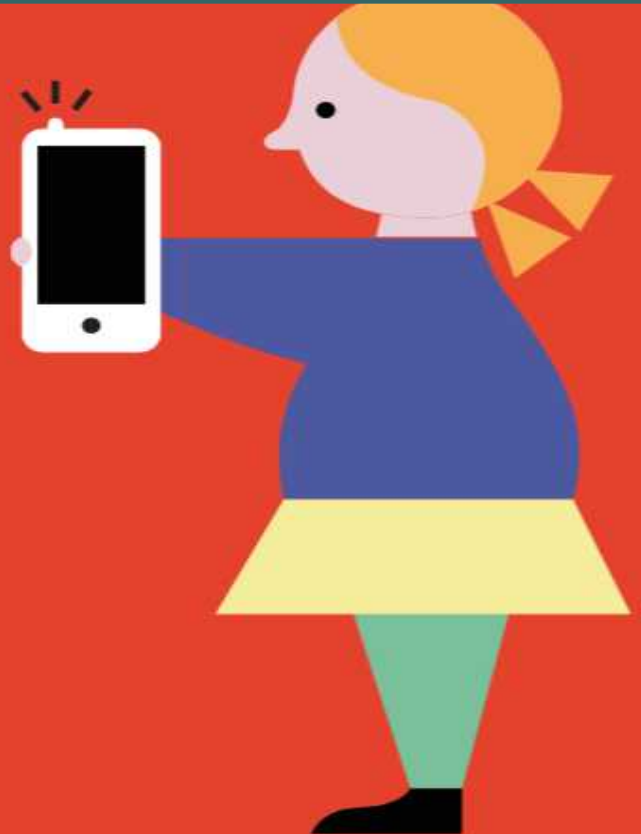




THE VOICES OF CHILDREN



THE VOICES of CHILDREN

from Child Helpline International

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The Voices of Children

Content from Child Helpline International with Introduction and
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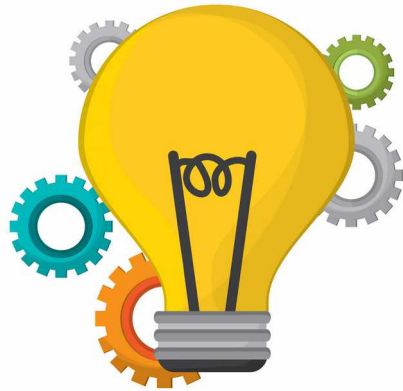
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INTRODUCTION

This book is provided for children to learn about child helpline and how it can help. It sometimes helps to read others stories, and to know that others are out there like you. It helps to know how much talking to someone can achieve and how a child helpline helps others and can help you.

CHILDLINE INTERNATIONAL

Child Helpline International helps unify the call centres to ensure they act in the best interests of children everywhere.

A child helpline is confidential unless it is perceived that there is a need to break confidentiality in the interests of the child.

Child Helpline works to protect the rights of the child everywhere.

THE MESSAGE

The message behind this book for all children out there is that help is only a phone call away. No problem is too big or too small, there is always someone willing to listen. For victims, the message is also to remember, it is not your fault and no abuse is acceptable, ever, there is help available.

THE STORIES

These are the real de-identified stories from Child Helpline International call centres. They are re-told here in the hope of helping other children out there who may have issues, small or large, from overwhelm with exams, or anxiety over a cellphone, to sexual or physical abuse and suicidal thoughts. As a child it's important to know that there is someone willing to listen and that in nearly every country worldwide Child Helpline International help is only a phone call away.

“She never listens to me, and she breaks all her promises...”

A 15-year-old teenager and her mother contacted the child helpline together. They explained that they were experiencing communication problems, finding it difficult to agree on things.

The mother indicated that her daughter doesn't complete her assigned chores, which prompts her to punish the girl. The girl replied that her mother is uncompromising and demands that things are done immediately. The girl said that her mother didn't listen to her and frequently breaks promises.

The child helpline provided a space where the mother and daughter could learn how to communicate with each other. The mother was provided with tools and guidance on active listening, and learning how to negotiate with her daughter based on a better understanding of her daughter's developmental stage. For the girl herself, the helpline showed her healthier and more conciliatory ways in which she could communicate with her mother.



“I want to go home, but he keeps on hurting me...”

A 17-year-old girl called the child helpline after leaving home due to a difficult situation she faced there. She had been living with her mother, two siblings, and her mother’s boyfriend. This man frequently abused the girl, so she had decided to run away for her own safety.

She was now uncertain what to do next. She wanted to go back home, but she did not want her mother’s boyfriend to keep hurting her. The counsellor discussed her options with her, and the girl decided to stay where she was and reach out to her mother through the child helpline’s message service.



In the ensuing conversation between the two of them, which the child helpline mediated, the mother told her daughter that the boyfriend was no longer living at the house. By the end of the call, the girl and her mother had worked out a way forward: she would call her mother every day for the next two weeks, and after that time they would reassess the situation and work out if the girl could return home happily.

**Remember:
VIOLENCE IS
NEVER OKAY**

“She leaves the child alone while she looks for food...”

Two girls called the child helpline because they had seen a child and its mother using a nearby bus stop as their home for the past few months. The girls had been bringing this family food and clothing every day during their lunch breaks at school. According to the girls, the child appeared to be very thin, probably because of a lack of nutrition. The girls also reported that the bus stop easily let the rain in, and they would often see the child laying on the cold wet floor.

Sometimes they also found that the child had been left alone, and they later discovered that this was because the mother was out scavenging for food.

**Remember:
THERE IS
ALWAYS
HELP AVAILABLE**

The woman’s husband was tracked down, and he agreed to take the mother and child back to the province they came from, so that relatives could look after them properly. The husband also committed to sending money to support his wife and child on a monthly basis.



“I have so much to get done at school...”

A boy called the child helpline to get some advice. He was feeling overwhelmed by the amount of work he felt he needed to do at school every day. He didn't know how to take a break in order to relieve the stress that he was experiencing, but he felt under a lot of pressure to perform well.

The child helpline counsellor encouraged him to make a schedule every day, making sure that he spent his free time resting and doing what he enjoyed doing, in order to relieve the pressure. He was encouraged to try talking to his parents and friends about how he was feeling. Through this counselling, he learned how to make a sustainable study plan for himself, and a way of relieving his stress and emotions.



“My mother tried to kill herself, and it’s all my fault...”

A 16-year-old boy contacted the child helpline because his mother had recently tried to commit suicide. He had contacted the emergency services, who were able to save her, but the shocking experience had affected him deeply. “I just can’t get that picture out of my head, it’s like I’m stuck there,” he told them. “My mother is the most important person in my life, she can’t die”. He was worried that it was his fault that she wanted to kill herself, and he felt he should have realised sooner how she was feeling and done something to help her. Although his father – who did not live with the family – had offered to pay for the boy to receive psychological support, he hadn’t yet decided whether he wanted to receive any. “My mother had a psychologist, and it didn’t help her...”

The child helpline counsellor explored his situation with him, validating the emotions he was expressing. The counsellor explained how seeing a psychologist might be of help. The boy was happy he had been able to vent his frustrations, and agreed to think about getting professional support. The counsellor also reassured him that he would have the support of the child helpline whenever he felt he needed to talk to somebody about his situation.



“I want to tell her I like her, but what if she just laughs at me?”

A boy contacted the child helpline to ask how he could tell a girl he likes that he is fond of her. He had been feeling this way about her for a few months now, but he was nervous and embarrassed about approaching her and trying to get to know her. He was afraid to say anything to her because he was worried about being rejected by her, and that he would look and feel “stupid” as a result.

It transpired that the boy and the girl had a mutual friend, and the boy planned to ask this friend for the girl’s telephone number. The child helpline counsellor talked with him more about his feelings, and his fears of being rejected. They also talked about what he might want to say to the girl, and how he might deal with the situation whatever way it turned out.

As a result of their discussion,
the boy felt much more
confident and
empowered
to take the next
steps in telling
the girl how he felt
about her.



“I’m having nightmares, and I’m wetting the bed...”

A 15-year-old boy living in a conflict zone contacted the child helpline and described the nightmares he was having. These nightmares were causing him to wet the bed. He was very embarrassed by this, and was afraid to sleep in case it happened again. This, in turn, caused insomnia on top of the mental health issues he was already dealing with.

The counsellor talked through this boy’s fears with him, and about ways that could help alleviate his worries about wetting the bed. After speaking with him several times, the child helpline was finally able to help him understand why the bed wetting was happening, and helped him work through his trauma to stop him having any more nightmares.

**UNRESOLVED
STRESS CAN HAVE
PHYSICAL SYMPTOMS**



“I might as well die, nobody wants me...”

A 14-year-old girl called the child helpline to ask how she could kill herself, because she didn't want to “stay in this ugly life”. In 2015, she was at home with her family when she heard the sound of an aircraft, followed by an explosion. She lost consciousness, and when she finally woke up again, she was in hospital. The rest of her family were dead. After a couple of weeks the girl came to realise that she had lost her left hand in the explosion, and she couldn't use her legs anymore.

After leaving the hospital, she wasn't able to go back to school. Her grandmother, who was old and poor, was unable to provide for her. The girl felt that people were looking at her strangely. “I might as well die, nobody wants me.” She felt very alone.

The child helpline counsellor reassured her that there were many other girls who had been through similar difficulties, and felt the same way she did. The girl was introduced to an organisation for women with disabilities, and she will be able to go and study with them. The helpline also contacted the disability fund to organise a wheelchair for the girl, to help her regain her mobility.



“Nobody wants me, it’s better if I just disappear...”

A teenager contacted the child helpline and explained how he planned to throw himself under a train that passes near his school later that day.

The counsellor listened as the boy expressed his suicidal thoughts, but because of the high risk of him going through with it, and the extremely lethal method he had described, the counsellor told the teenager that he would need to breach their confidentiality in order to protect him.

A coordination plan was put in place that included the boy’s family, a nearby education centre, a medical centre, and the police. The teenager is now closely monitored, and when suicidal ideation reappears a safety plan is created to help protect him.



“I was the first one to know, and I had to tell my family...”

A 16-year-old boy from a conflict region called the child helpline to talk about his acute stress and pain. He had experienced a shocking episode a few months prior to the call when, during a hospital visit, he had recognised his cousin among other dead bodies. The fact he was the first to know, and that he then had to bring the tragic news to the rest of his family, still caused him a lot of pain. The counsellor gave him space to cry as long as he needed. Through talking with the counsellor, the boy decided he would begin visiting his deceased cousin’s family to check on them and their needs. At the end of the call, he said that he felt better after talking to someone who did not prevent him from crying and expressing his inner feelings.

Two weeks later he called the child helpline again. He reported that he felt a lot better because he now visits his cousin’s children regularly and makes sure they are okay. He was able to recall nice memories of his cousin and he shared them with the counsellor. He has been giving the child helpline’s number to his friends and family members, and encouraging them to call if they need to.

“I know it’s not true but I worry about it anyway...”

A 9-year-old girl called the child helpline for advice. She had the Google assistant application on her new phone, and this was causing her anxiety – she didn’t want the app anymore, but she was concerned about deleting it because it was so human-like she was worried it would hurt the application’s feelings. The counsellor listened emphatically to her concerns and then they talked about computer programmes and how the application worked. The counsellor explained that, although it seemed like a real person, it was made of code and had no real feelings and was not self-aware. This reassured the girl a little. The girl then told the counsellor that she had trouble talking about things like this to her parents, so the counsellor encouraged her to talk to a teacher at her school whom she liked a lot.

“It seems so real, and I don’t want to hurt its feelings...”

A girl came in to the child helpline, asking how she could overcome issues with anxiety. She explained that she was worried about little things that, even though she knew were untrue, worried her nevertheless. She said she had been through a difficult experience in the past when she had a malicious group of friends, and now she worries that her current group of friends will also betray her. The child helpline counsellor asked the girl if there was anyone she felt comfortable with, and she replied that she was comfortable talking to her mother, and to a counsellor she used to see in the past. The child helpline counsellor encouraged her to open up to her mother about what she was going through, and to ask for permission to start going to see her old counsellor again.

“I’m not sure I want to talk about it...”

An 11-year-old girl told the child helpline counsellor that she was depressed, and that she had started to cut herself. She was being bullied at school and had been too afraid to talk about it. She was very shy and hesitant but eventually felt she could trust the counsellor she was talking to. As they discussed what was going on at school, the counsellor realised that the girl’s parents were still unaware of her situation, as she had been too embarrassed to talk to them about it.

The counsellor reassured her that they would most likely want to know and be able to support her, and she agreed. They talked about how the people closest to her – the ones who really knew her, liked her and even loved her – were the people that would be in her life forever, whereas the kids at school did not really know her at all. They also talked about involving the school counsellor. The girl seemed very relieved that talking about her worries wasn’t as difficult as she feared, and she agreed that she would tell her parents about what was happening at school.

**TALKING IT
OUT HELPS!**

“I’m not good enough for anybody...”

A young person was experiencing feelings of low self-esteem, and talked about feeling isolated and depressed, often crying. His mother had suffered from depression and, in his words, she had brought up his five siblings and him rather badly. He missed not having a father figure in his life and felt he had received little praise, guidance or support. He felt he was not good enough and compared himself unfavourably to those around him. He wanted to have a girlfriend but didn’t know how to start a relationship. He felt lost and unsure in life and was struggling to feel complete.



The counsellor talked with him about how childhood experiences can often affect the way we see ourselves in the world. Together, the young person and the counsellor explored the barriers to trying out new things, and how to start making new friendships and strengthening old ones. The young person had been given the opportunity to join a camp, so together with the counsellor he talked about the ways in which he could explore this possibility.

“I feel as though something is missing from my life...”

A 15-year-old girl contacted the child helpline by email. She wrote that, although she had fun at times, she frequently had bad feelings and felt that something was missing from her life. She read a story from another girl on the child helpline’s forum who had similar feelings and who was seeing a psychologist. She thought she would like to explore this option as well, but she wasn’t sure what she would talk about. She asked the counsellor what she could do to make herself feel better.

The counsellor told her it might be good to talk to a friend or a parent about her feelings. They suggested that she could also write things down, to help sort through her own thoughts and feelings, or to show to somebody else who could help her. They also referred her to a website designed for youngsters of her age with mental health problems, which provided coping strategies. The girl was given information on where and how to find a psychologist, and was reassured that she can talk about anything she likes to this person. The girl was also encouraged to get back in touch with the child helpline again if ever she felt she wanted to talk some more.

The website is not mentioned, but FKB Found these sites useful for children and teens mental health:

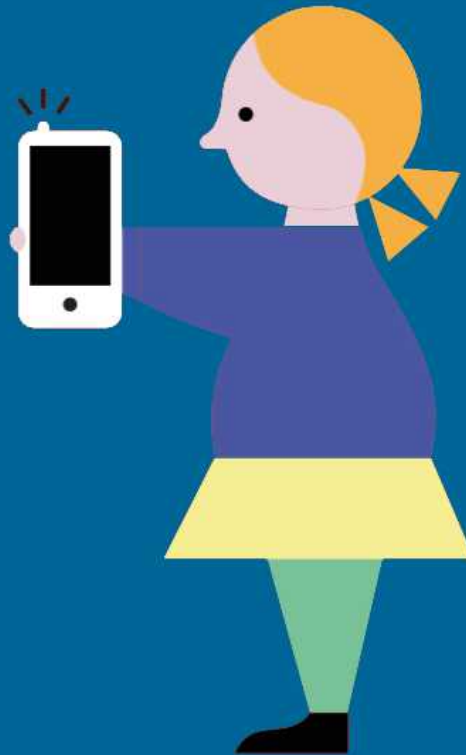
Kids Health
Beyond the Blue Youth Forum
Teen Line Home: text, email, or call
Teen Line Forums
Go Ask Alice Kids and Teens Health Q&A

“Our teachers are treating us badly...”

A girl called the child helpline to report harsh treatment and abusive language she was receiving from her teachers at school. She said their use of corporal punishment was so high that some students had chosen to drop out of school. The case was reported to an education officer, who followed up on the case immediately.

The girl called back again later to say “Thank you child helpline! Our teachers are much more friendly nowadays.”

**SPEAK UP
ABOUT ABUSE**



“I just feel useless all the time...”

A mother reported that her 14-year old son had started to display antisocial behaviour, and his academic performance had recently taken a plunge. A child helpline counsellor allocated to the case tried to understand the issues the boy was facing, and help address them. After three counselling sessions, the counsellor learned that there was a particular teacher at the boy's school whose curt remarks troubled and demeaned him, making it impossible for him to enjoy learning. “I just feel useless all the time,” the boy revealed. The counselling helped him to repair his damaged self-image. At the same time, the matter was also raised with the teacher in question, who wasn't aware that his remarks were having such a devastating effects on his pupils. He was remorseful, apologised to the boy, and promised to deal with his class differently in future. Three months later, the boy's mother called to thank the helpline team for their support. The boy had improved tremendously in school and was happy once again.

“My father just beat me with his shoe...”

A boy called the child helpline crying on the phone because he had just been beaten with a shoe by his father. He said he had an argument with his mother earlier that day because she thought he was making too much noise. His father had walked into the room and started to threaten him. When the boy turned away and tried to leave the room, his father hit his arm with the shoe.

The child helpline counsellor helped calm the boy down. They went through some deep breathing techniques. They talked about physical abuse and punishment, and explored coping strategies for these. By the end of the call, the boy was much calmer and sounded relieved.

The boy promised to call back if the violence ever happened again so that social services could be notified for intervention.

**ABUSE IS
NEVER OKAY**

“He touches us in a way that’s uncomfortable...”

A 16-year-old girl used the child helpline’s online chat services because she was experiencing physical and emotional abuse at home. The chatter revealed that she was considering running away because she was “tired of being treated like I’m nothing and that I don’t matter.” The girl told her school counsellor about the physical abuse that had been occurring with both of her parents, but instead of making a report, the counsellor called the girl’s parents to try to mediate a conversation. This resulted in the girl’s situation at home becoming even worse. She expressed to the child helpline that she did not trust counsellors or therapists anymore, and she was no longer sure what to do next.

The chatter also confided that her father had been touching her sister and her in inappropriate ways that were making them feel uncomfortable. The chatter was told that she was strong for sharing her story, and the child helpline counsellor explored her situation further with her, discussing with her the option of filing an abuse report. After talking through several different options, the chatter decided she wanted to continue being able to call the child helpline for support, and that she wanted to have social services notified of the abuse.



“The first day at my new school was crap...”

A 13-year-old girl who had just started a new school told the child helpline counsellor that “the first day was crap”. The counsellor asked why this was the case and the girl explained that it was because she had fallen asleep in class and her teacher had become angry with her. When talking about why she was so tired, she revealed that her mother had an alcohol addiction and was drinking all night, and the girl had to tend to her younger siblings who got very scared. The girl said that she had been telling other adults about the situation, but nobody had helped her because her mother lies and tells them that none of what her daughter tells them is true.

The counsellor advised the girl about different ways of getting the help to which she was entitled. The girl asked the child helpline to help put her in touch with social services.

They made an appointment for a three-way call with the social services, so that the girl could tell them her story. With the support of the child helpline counsellor.



“My mother says I have brought shame upon my family...”

The girl called the child helpline to tell them that, after being raped by three boys in her neighbourhood, she experienced emotional abuse from her mother, who blamed her for bringing the assault upon herself and refused to provide for her basic needs because she had “brought shame upon the family”. The girl said she felt like committing suicide.

The child helpline counsellor comforted her, and helped her realise that it wasn't her fault that she had been raped. The case was documented at the nearest police station, although a family intervention was preferred and the mother was called and advised not to blame the child, not to be emotionally abusive towards her and to stop neglecting her. The girl was given medical treatment and evaluation with psycho- social support.



**IT IS NEVER
YOUR FAULT**

“Our father makes us take the pill...”

Seven sisters aged between 8 and 17 contacted the child helpline to report that their father was raping them. The father made sure to avoid any pregnancies by having the girls all take contraceptive pills. The sisters reported that their situation was terrible and chaotic, and that they wanted to get away from their father as quickly as possible.

The child helpline counsellors went to the girls’ home and removed them and their mother from the house.

The child helpline’s interventions also contributed to the father’s later arrest by the police.



**NEVER
BE AFRAID
TO SPEAK UP**

“She would’ve killed me...”

A teacher reported that an 11-year-old girl had been coming to school with a lot of fresh injuries and marks on her body. Upon enquiry, he had found out that her mother was assaulting her using various implements, including a rolling pin and electric wires, and at times would even bite the girl. Efforts by the school to contact the mother were unsuccessful, prompting them to report the case to the child helpline. On this particular day, the mother had burnt the girl’s face with a hot iron.



The child helpline contacted the district’s Children’s Officer, who accompanied child helpline staff to the school to speak with the child. The mother was arrested and charged with physical assault, while the girl was taken to hospital for medical attention, and subsequently placed in safe shelter to receive counselling and ongoing medical care.

The girl could not contain herself after this intervention – tears had started rolling down her cheeks, and she said, quite simply:

“She would
have killed me.”

CONTACTS FOR CHILDLINE WORLDWIDE

HELP IS ONLY A CALL AWAY

For children everywhere who need to talk to someone, remember, no matter what the problem, assistance is available to you.

*“every child has a voice,
and no child should ever be left unheard”*



Our Child Helpline members in the Americas & the Caribbean

Antigua & Barbuda	Friends Hotline	Peru	Télefono ANAR ☎0800 2 2210 http://www.anarperu.org
Argentina	Línea 102 CaBA ☎102 http://www.buenosaires.gob.ar/cdnnya/linea102	Saint Kitts & Nevis	The Ripple Institute https://rippleskn.com/
	Línea 102 Provincia de Buenos Aires ☎102 http://www.buenosaires.gob.ar/cdnnya	Suriname	Kinder en Jongeren Telefoon ☎123 http://www.bel123.org
Aruba	Telefon pa Hubentud Aruban Youth Telephone Line ☎131 http://www.telhubentud.aw	Trinidad & Tobago	Childline TT ☎131 / 800 4321 http://www.childlinett.org
Bolivia	Plataforma de Atención Integral a la Familia (Línea Gratuita 156) ☎156	Uruguay	Línea Azul ☎0800 5050 http://www.inau.gub.uy/content_page/item/512-linea-azul-denuncias
	Dirección de Igualdad de Oportunidades (DIO)	USA	2ndfloor Youth Helpline ☎1 888 222 2228 http://www.2ndfloor.org
Brazil	Safernet Brasil http://www.safernet.org.br/helpline#		Boys Town National Hotline ☎1 800 448 3000 http://www.yourlifeyourvoice.org
Canada	Kids Help Phone ☎1 800 668 6868 http://kidshelpphone.ca		CA Youth Crisis Line ☎1 800 843 5200 http://www.calyouth.org
Chile	Fonoinfancia ☎800 200 818 http://www.fonoinfancia.cl		Crisis Text Line ☎ Text 741741 http://www.crisistextline.org
Colombia	Línea 106 Corpolatin ☎106 http://www.teescuchamos.org		National Child Abuse Hotline ☎1 800 422 4453 http://www.childhelp.org
	Línea 106 Bogotá ☎106 http://www.saludcapital.gov.co/Paginas2/Linea106-inicio.aspx		National Runaway Safeline ☎1 800 786 2929 http://www.1800runaway.org
	ICBF Colombia ☎141 http://www.icbf.gov.co		Polaris ☎Text 233733 http://www.polarisproject.org
Costa Rica	Patronato Nacional de la Infancia (PANI) https://pani.go.cr/		Stop It Now! ☎1 888 773 8368 / 1 800 PREVENT http://www.stopitnow.org
Curaçao	Telefon pa mucha i hoben ☎918 http://www.facebook.com/stichting.curacao/		The Trevor Lifeline ☎1 866 488 7386 http://www.thetrevorproject.org
Haiti	Jurimédia http://www.jurimedia.org		
Nicaragua	Línea 133 ☎133 http://www.mifamilia.gob.ni		
Paraguay	Fono Ayuda Línea 147 ☎147 http://www.minna.gov.py/pagina/1224-fono-ayuda-147.html		

Our Child Helpline members in Asia-Pacific

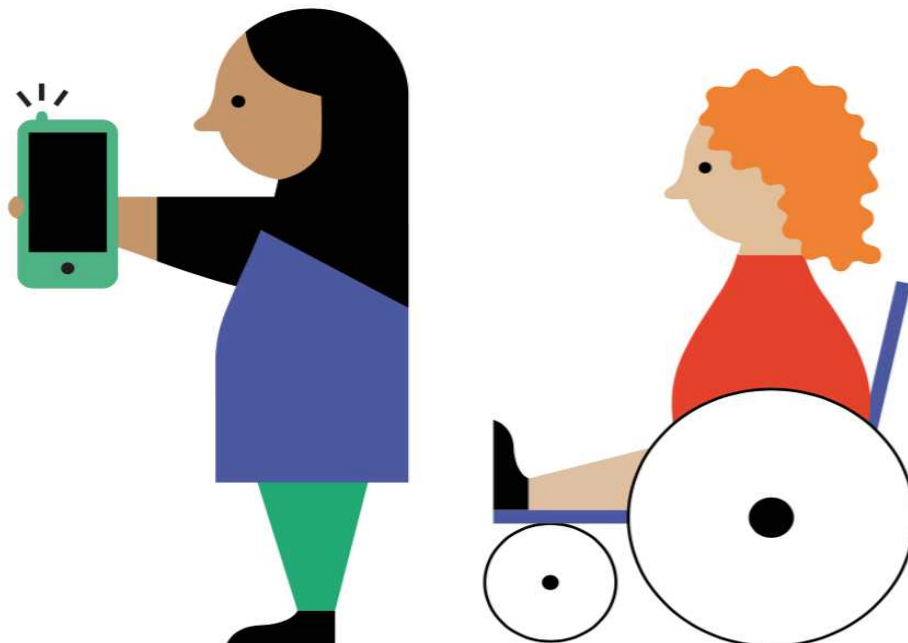
Afghanistan	Voice of Children ☎0707 199 199 https://www.warchild.org.uk/what-we-do/projects/afghanistan	Mongolia	Child Helpline 108 ☎108 http://108.mn/mn/m/4/c/5
Australia	Kids Helpline ☎1800 55 1800 http://www.kidshelpline.com.au	Myanmar	Childline Myanmar https://www.syfmyanmar.org
Bangladesh	Child Helpline 1098 ☎1098 http://www.dds.gov.bd	Nepal	Child Helpline 1098 ☎1098 http://www.cwin.org.np
Bhutan	Child Helpline Bhutan ☎1098 https://ncwc.gov.bt	New Zealand	0800 What's Up? ☎0800 94287 87 http://www.whatsup.co.nz
Brunei	Helpline Kebajikan ☎141 http://www.japem.gov.bn		Kidsline ☎0800 543754 http://www.kidsline.org.nz
Cambodia	Child Helpline Cambodia ☎1280 http://www.childhelpline.org.kh		Youthline ☎0800 376633 http://www.youthline.co.nz
China	Child Emergency Hotline Xi'an Philanthropic Child Abuse Prevention & Aid Centre	Pakistan	Madadgaar National Helpline ☎1098 http://www.madadgaar.org
Fiji	Child Helpline Fiji ☎1325 http://www.msp.org.fj	Papua New Guinea	1-Tok Kaunselin Helpim Lain ☎71508000 http://www.childfund.org.au
Hong Kong	Parent-Child Support Line ☎2755 1122 http://www.aca.org.hk	Philippines	Bantay Bata 163 ☎163 http://www.bantaybata163.com
India	Childline India ☎1098 http://www.childlineindia.org.in	Singapore	Tinkle Friend Helpline ☎1800 2744 788 http://www.tinklefriend.sg
Indonesia	TePSA - Telepon Pelayanan Sosial Anak ☎1500771	Sri Lanka	Childline Sri Lanka ☎1929 http://www.childprotection.gov.lk
Japan	Childline Japan ☎0120 99 7777 http://www.childline.or.jp		Don Bosco Lama Serana http://www.donbosco.lk
Kazakhstan	Telefon 150 ☎150 http://www.telefon150.kz	Taiwan	113 Protection Hotline ☎113 http://http://www.worldvision.org.tw
Kyrgyzstan	The Centre "Helpline for Children" ☎111 http://www.crdl.kg	Tajikistan	Child Rights Centre
Laos	Vientiane Youthline ☎1361 for females, 1371 for males	Thailand	Childline Thailand - Saidek 1387 ☎1387 http://www.childlinethailand.org
Maldives	Child Help Line 1412 ☎1412 https://gender.gov.mv	Uzbekistan	Children & Family Support Centre
		Vanuatu	Vanuatu Youth Toll-Free Helpline ☎087777 https://vfha15.wordpress.com
		Vietnam	National Hotline for Child Protection ☎111

Our Child Helpline members in Africa

Benin		Malawi	Tithandizane Helpline ☎116 http://tithandizanehelpline.org
Botswana	Childline Botswana ☎3900900 / 11611 http://childlinebotswana.org	Mauritania	AMSME Mauritania ☎8000 1010 http://www.amsme.org
Burkina Faso	Allo 116 ☎116 http://action-sociale.gov.bf/	Mauritius	Child Helpline Mauritius ☎134 http://helplinemauritius.org
Burundi	Yaga Ndakumva ☎+257 7991 6331	Mozambique	Linha Fala Criança ☎116 http://www.linhafala.org.mz
Cameroon	Lignes Vertes Cameroun	Namibia	Lifeline/Childline Namibia ☎116 http://www.lifelinechildline.org.na
Côte d'Ivoire	Ligne Verte 116 <Allo enfant en détresse> ☎116 http://www.famille.gouv.ci/	Nigeria	Cece Yara Child Helpline ☎0800 800 8001 http://www.ceceyara.org
Democratic Republic of Congo	Tukinge Watoto ☎117 https://www.warchild.org.uk/what-we-do/projects/drc		HDI Nigeria Child Helpline ☎0808 0551 376 http://www.hdinigeria.org
eSwatini	SWAGAA 951 Helpline ☎951 http://www.swagaa.org.sz	Senegal	Centre GINDDI - Allo 116 ☎116
	Ministry of Education ☎116 http://www.govpage.co.za/swaziland-education-and-training.html	Sierra Leone	ChildHelp Sierra Leone http://www.childhelpsl.org
Ethiopia	Adama Child Helpline (ECFA) ☎+251221 - 117575 http://ecfaethiopia.org/index.php/2015-12-14-20-32-53/84-about-us		EEHR Sierra Leone Child Helpline http:// eehrsl.wixsite.com/eehrsl
Gambia	Child Helpline Gambia ☎+2209940239	South Africa	Childline South Africa ☎08000 55 555 http://www.childlinesa.org.za
Ghana	AMPCAN Ghana	South Sudan	South Sudan Child Helpline
Guinea	AGUIAS 116 ☎116	Tanzania	Tanzania National Child Helpline ☎116 http://www.sematazania.org/child-helpline
Kenya	Childline Kenya ☎116 http://www.childlinekenya.co.ke	Togo	Allo 1011 ☎1011
Lesotho	Child Helpline Lesotho ☎116	Uganda	Uganda Child Helpline - Sauti 116 ☎116 http://uchl.mglsd.go.ug/login.html
Liberia	My Voice, My Safety	Zambia	Childline Zambia ☎116 http://lifelinezambia.org.zm
Madagascar	Allô Fanantenana Ligne 511 ☎511 http://www.arozaza./mg	Zimbabwe	Childline Zimbabwe ☎116 http://www.childline.org.zw
	Ligne Verte 147 Madagascar ☎147 http://www.arozaza./mg		

Child Helpline members in the Middle East & North Africa

Algeria	Je t'ecoute (NADA) ☎3033	Libya	Libyan Association for Women's and Children's Rights
Bahrain	Child Helpline 998 ☎998 http://www.mlsd.gov.bh/en/childhood/childhood_care/998	Palestine	Sawa ☎121 http://www.sawa.ps
Egypt	Child Helpline Egypt ☎16000 http://nccm.gov.eg	Qatar	Hotline 919 ☎919 http://www.aman.org.qa
Iran	Sedaye Yara ☎+98 21 42152 http://www.irsprc.org	Saudi Arabia	Child Helpline ☎116 111 http://www.nfsp.org.sa
Iraq	Child Helpline Kurdistan Region ☎116 http://www.molsa.gov.iq	Sudan	Child Helpline ☎119 http://www.fcpcu.gov.sd
Jordan	JRF 110 Helpline ☎110 http://www.jordanriver.jo	Syria	Mobaderoon http://www.mobaderoon.org
Kuwait	Help Hotline 147 ☎147	United Arab Emirates	DFWAC Helpline (Dubai) ☎800111 http://www.dfwac.ae
Lebanon	Naba'a http://www.nabaa-lb.org		Child Helpline (Sharjah) ☎800700 http://www.sssd.shj.ae
	Higher Council for Childhood http://std.atfalouna.gov.lb/Home.aspx	Yemen	Helpline for Psychosocial & Legal Aid



Our Child Helpline members in Europe

Albania	ALO 116 ☎116111 http://www.alo116.al	Greece	The Smile of the Child ☎1056 / 116 111 http://www.hamogelo.gr
Armenia	FAR Child Protection Hotline & Helpline ☎0800 61 111 http://www.farusa.org		Together for Children ☎11525 http://www.mazigiatiopaidi.gr
Austria	Rat Auf Draht ☎147 http://www.rataufdraht.at	Hungary	Lelkiségély-vonal ☎116 111 http://www.kek-vonal.hu
Azerbaijan	Azerbaijan Child Helpline ☎99 412 4802280 / 99 450 6802280 http://www.childhelpline.az	Iceland	Red Cross Helpline - Hjálparsíminn 1717 ☎1717 https://www.raudikrossinn.is
Belgium	Jongerenlijn AWEL ☎102 http://www.awel.be	Ireland	ISPCC Childline ☎1800 66 66 66 / 116 111 http://www.childline.ie
Bosnia & Herzegovina	Plavi Telefon ☎0800 50305 http://www.plavitelefon.ba	Israel	ERAN ☎1201 http://en.eran.org.il
Bulgaria	Bulgarian National Helpline for Children ☎116 111 http://animusassociation.org/programi-uslugi/nacionalna-telefonna-linia-deca/		Natal Helpline ☎1800 363 363 https://www.natal.org.il
Croatia	Hrabritelefon ☎0800 0800 / 116 111 http://www.hrabritelefon.hr	Italy	Hello Telefono Azzurro ☎19696 http://www.azzurro.it
Cyprus	Call 116 111 Cyprus ☎116111 http://www.call116_111.com	Latvia	Uzticibas Talrunis ☎8006006 / 116 111 http://www.bti.gov.lv
Czech Republic	Linka Bezpečí ☎116 111 http://www.linkabezpeci.cz	Liechtenstein	Sorgentelefon für Kinder und Jugendliche ☎147 http://www.147-sote.li
Denmark	BørneTelefonen ☎116 111 http://www.bornsvilkar.dk/det-goer-vil-boernetelefonen/	Lithuania	Vaiku Linija ☎116 111 http://www.vaikulinja.lt
Estonia	Lapsemure http://www.lapsemure.ee	Luxembourg	MLL Nuortennetti ☎116 111 http://www.nuortennetti.fi
Finland	MLL Nuortennetti ☎116 111 http://www.nuortennetti.fi	Malta	Kellimni.com http://www.kellimni.com
France	Allô Enfance en Danger ☎119 http://www.all119.gouv.fr		Support Line 179 ☎116 111 https://fsws.gov.mt/en/appogg/Pages/support-line-179.aspx
Georgia	Child Helpline Georgia ☎116 111 http://phmdf.ge	Moldova	Telefon Copilului ☎116 111 http://www.telefoncopilului.md
Germany	Kinder- und Jugendtelefon ☎116 111 http://www.nummergegenkummer.de/kinder-und-jugendtelefon.html	Montenegro	Child-Line Confidential Phone ☎080 081 550
		Netherlands	De Kindertelefoon ☎116 111 / 0800 0432 http://kindertelefoon.nl

Our Child Helpline members in Europe (contd.)

North Macedonia	SOS Helpline for Children & Youth ☎0800 122 22 http://www.childrensembassy.org.mk	Spain	Télefono ANAR de Ayuda a Niños y Adolescentes ☎116 111 http://www.anar.org
Norway	Kors På Halsen ☎800 333 21 https://korspaahalsen.rodekors.no	Sweden	BRIS ☎116 111 http://www.bris.se
	Alarmtelefonen for barn og unge ☎116 111 http://www.116111.no	Switzerland	Pro Juventute Beratung + Hilfe 147 ☎147 http://www.147.ch
Poland	Telefon Zaufania (Trust Phone for Children & Youth) ☎116 111 http://www.fdds.pl	Turkey	Gençlik Destek Hattı (Youth Support Line) ☎0850 455 0070 http://www.genclikdestekhatti.org.tr
Portugal	SOS Criança ☎116 111 http://www.iacrianca.pt	Ukraine	Ukraine National Child Toll-Free Hotline ☎0800 500 225 / 116 111 http://www.la-strada.org.ua
Romania	Telefon Copilului ☎116 111 http://www.telefonulcopilului.ro	United Kingdom	BEAT ☎0808 801 0677 https://www.beatingeatingdisorders.org.uk
Russia	Russian Association of Child Helplines ☎495 134 1174 http://www.siroststvo.ru		Childline UK ☎0800 1111 / 116 111 https://www.childline.org.uk
Serbia	NADEL - Nacionalna Dečija Linija Srbije ☎116 111 http://nadel-decijalinija.org		Muslim Youth Helpline ☎0808 808 2008 http://www.myh.org.uk
Slovakia	Linka Detskej Istoty ☎0800 112 112 / 116 111 http://www.lds.sk		The Mix ☎0808 801 0677 http://www.themix.org.uk
Slovenia	National Telephone Helpline - TOM ☎116 111 http://www.e-tom.si		



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Voices of Children and Young People

Child Helpline Data for 2017 & 2018

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

Child Helpline International's work is firmly grounded in the principles and values enshrined in the UN Convention on the Rights of the Child, including children's right to privacy and protection from harm. To preserve the trust and confidence children and young people place in child helplines every day, any personal details cited in case summaries has been altered and anonymised.

THE END



Level 4

I Know My Rights

Author: Menaka Raman

Illustrator: Sunando C

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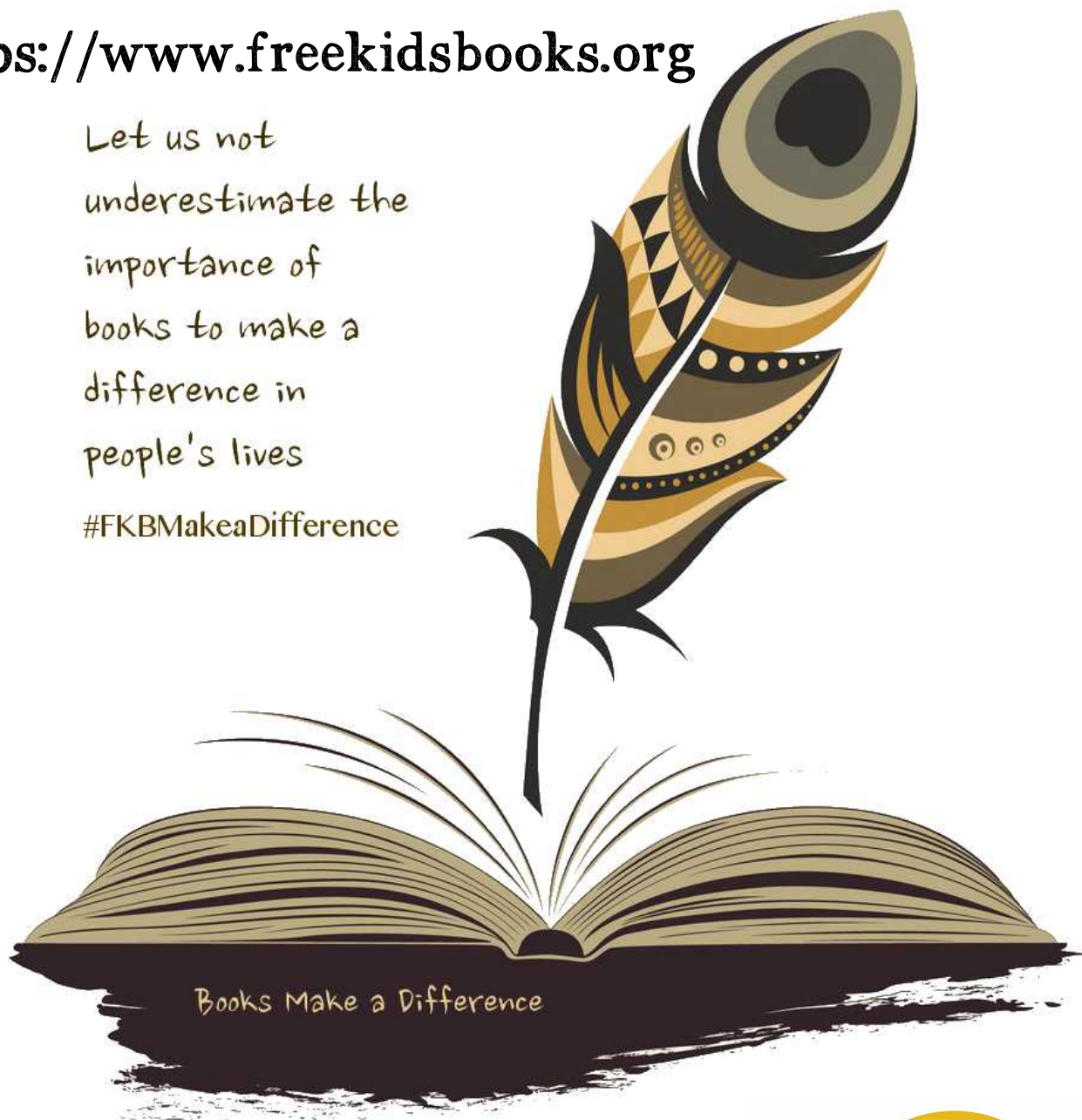
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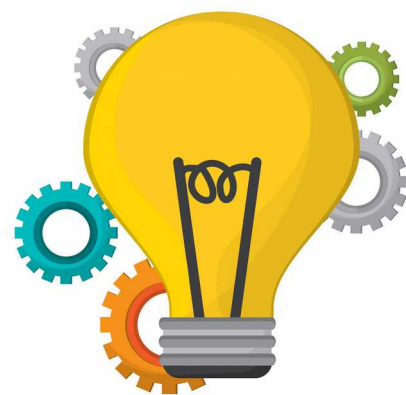
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This book has been created for publication from the public information shared by Child Helpline International, in their Annual report – Voices of the Children, 2017-2018,

About the Child Helpline (Child-line)

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

Childline International is an international network of child helplines, a global collective impact organisation with 175 members in 145 countries and territories around the world (as of June 2019), ensuring that every child has a voice.

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