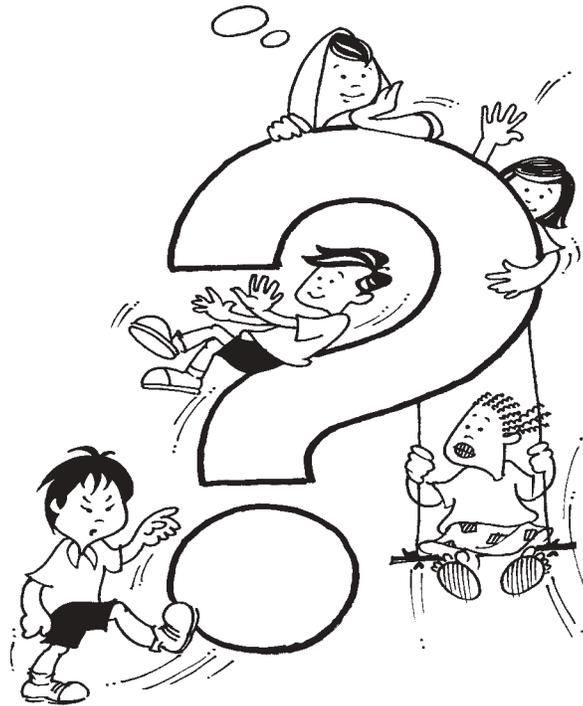


# Frequently Asked Questions on Child Helplines



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CHILDLINE India Foundation Team

*Acknowledgment:*  
Sincere thanks to all the Child Helplines around the world who by sharing their model, strategies and best practices, reinforce their commitment towards child protection globally

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## FOREWORD

*Will a Child Helpline be successful in my country? Would children actually call in? Will it be cost effective? How do we run a 24-hour service? Where can I fund raise to start a Child Helpline? What are the strategies to respond to calls? How does one document calls?*

These and many other questions, are often on the minds of Governments, organisations or individuals of countries who wish to set up or strengthen a Child Helpline for children in distress.

This Frequently Asked Question (FAQ) booklet attempts to answer the whys and hows of a Child Helpline especially in the context of a developing country. This booklet compiled by CHILDLINE India Foundation draws on the experiences of countries like Columbia, Netherlands, Pakistan, Philippines, Slovakia, United Kingdom and Zimbabwe, many of whom had participated at the International Consultation on Child Protection, Pune (India) in 2001 and shared their models and strategies towards child protection.

The FAQ is divided in three parts, namely, questions related to conceptual understanding of the Child Helpline, questions related to planning and questions related to implementation of the Child Helpline.

We hope this FAQ proves useful to countries who wish to start or strengthen Child Helplines in order to reach out to more and more children in distress around the world!

## CONCEPTUAL QUESTIONS

### 1. What is a Child Helpline?

A Child Helpline is an emergency phone service that links services and resources to children in need of care and protection. Be it the economically developed country model with a focus on counseling or the economically developing country model that focuses on interventions; a Child Helpline aims to respond to calls from children in distress offering immediate assistance and linking them to long term rehabilitation.



### 2. Should a Child Helpline also cater to the youth?

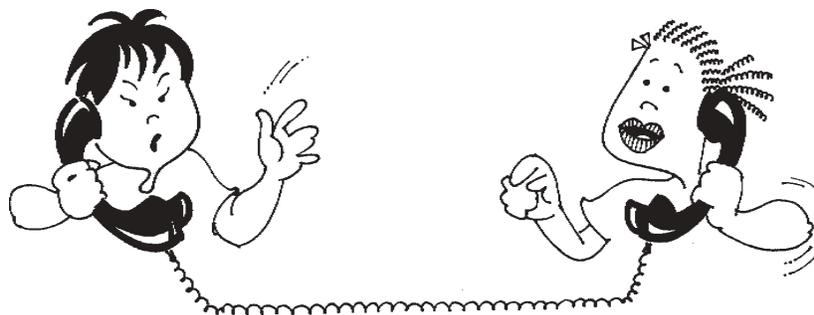
International conventions on children define the child to be under 18 years of age. However high risk group of children also include youth on the street, youth affected with HIV AIDS or addicted to substance abuse. As the Child Helpline aims to reach out to the most marginalised and neglected group of children, its focus of services therefore needs to include youth between the age group of 18-25 years of age.

3. Who are your callers?

Callers at the Child Helpline could be children themselves, concerned adults or individuals like the police, pediatrician, school teacher etc. However the Child Helpline encourages children to be the primary callers who trust the service and identify with it as their own.

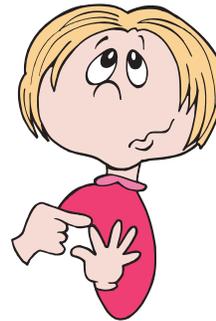
4. Do children actually call the Child Helpline by themselves?

Yes! Contrary to many beliefs, children do call in the Child Helpline by themselves! Many call in more than once to share their problems. The helpline has the child as the central focus. Building trust and a relationship with children ensures that children perceive the helpline as their own and call in for assistance.



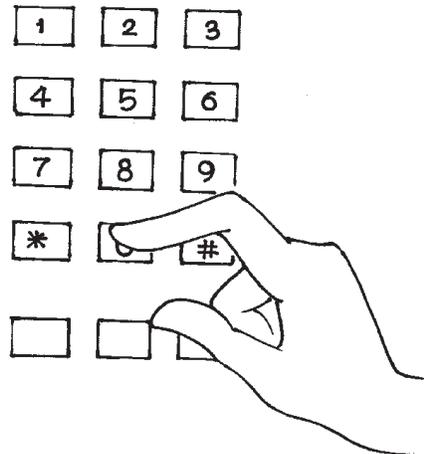
5. Why would children call in to the helpline?

A Child helpline is the voice of children. Children call in seeking assistance for a range of services like rescue from abuse, bullying, feeling suicidal to unwanted and underage pregnancies or about difficulties in families. In developing countries the problems also include assistance for shelter, medical, family crisis, rescue from abuse, missing children, repatriation, death and emotional support and guidance.



6. Should a Child Helpline have a uniform number in a country?

Children in vulnerable circumstances especially street children or trafficked children move around from one place to another. A common number of a Child Helpline across the country helps the children to remember one number that they can dial in for help. This also helps children identify with the service more easily.



7. Is it necessary to have a toll free number for a Child Helpline?

The concept of a Child Helpline is rooted within the child rights framework. Children have a right to demand for care and protection. For some children, one call to a helpline will be enough but others may need to call in more regularly. A toll free helpline number ensures that children have a right to access help in any emergency situation at any point of time and are not made to pay for seeking help.



8. In my country, there is no connectivity through public phones! My country has poor telephone infrastructure! Can it still have a Helpline?

A Child Helpline in developing countries does not rely only on telephones to get access to children in distress. Use of alternative methods like free post or meeting children during awareness rounds are an equally important aspect of the service. Innovative and cost effective technologies like wireless looping, satellite technology or a radio station for children are other alternatives in areas where there is limited telephone infrastructure.



9. What is an outreach?

Outreach- a cost effective awareness exercise is an important aspect of a Child Helpline in economically developing countries.

It is a medium through which the helpline *reaches out* to children who need help but do not or cannot call in to the helpline due to lack of established telephone infrastructure or non familiarity with phones.

Outreach ensures accessibility of the helpline to even the most marginalized group of children. It could be in the form of street corner meetings, individual or group meetings with children, organising children festivals and fairs. Target outreach areas

could be public places like railway stations, bus stops, pavements and slums in order to reach out to more and more children.



10. What is the meaning of the term 'Allied Systems'?

Allied Systems are the systems that a child comes in contact with. For example: the police system, health care, judiciary, education, transport, labour, media, telecommunication department, corporate sector, elected representatives and all of us! A Child Helpline needs to be in close contact with these Allied Systems to ensure a child friendly environment.

11. What if the policeman refuses to help? What if the hospital denies admission to the child referred by the helpline?

There could be some Allied Systems that may not be sensitised to the needs of children or lack a child rights perspective. Regular sensitisation programmes help the Allied Systems understand the problems and issues concerning children that in turn builds a child friendly environment and strengthens partnerships.

## QUESTIONS RELATED TO PLANNING A CHILD HELPLINE

12. Is it easy to start a Child Helpline? Do you study the city/country/region before you start a Child Helpline?

Initiating a Child Helpline in any country or region involves a systematic process of analysing the environment of that region. A systematic analysis of the environment includes conducting a **needs assessment study, compiling a resource directory of child related services and mapping the resources in the city.**



13. What is a needs assessment study?

Before establishing a Child Helpline in a country or region, it is important to study the needs and issues of children in the region. This study, termed as the needs assessment study (NAS) focuses on the problems specific to children and determines the perception of the society towards the need and scope of starting a helpline. As a result, it becomes possible to determine a plan of action for the helpline like planning the awareness strategies, or identifying training needs in the context of the region.



*Annexure 1 highlights the key points of a needs assessment study.*

14. What is a resource directory?

For a Child Helpline to function effectively, every available resource or service for children is to be identified. A resource directory is a comprehensive list of available services for children in the region. This includes a listing of child related organisations in the region along with counseling services, addiction centres, contacts of child specialists, shelters, hospitals, police stations, local donors, ambulance services, concerned adults and sponsorship agencies.



15. Why is a resource directory useful?

A resource directory compiles a list of available resources.

This helps to do a situational analysis of the city and determines available resources for children in the city. It also helps in identifying gaps in services and strategies to adapt the Child Helpline to available services.

*Annexure 2 provides a sample format of a resource directory.*

## 16. What is City mapping?

To help familiarise the helpline team with available resources and services in the region at a glance, a detailed map of the city is prepared. This map plots those geographic locations where there is a high concentration of children and organisations and available resources like hospitals, shelters etc. It even helps define specific target areas for outreach for the helpline team.

City mapping as a regular exercise with the team reflects changes and additions in available resources, target outreach areas and possible locations of children who could be potential callers. This helps in chalking a plan of action and prioritising in accordance to the needs and emerging trends of the region.



*Annexure 3 provides a sample format of a City Map*

17. Do you involve children in planning and implementation of the helpline service?

A Child Helpline is a phone and outreach service for children. The child has to be the central focus of all aspects of the service- planning, conceptualising, implementing and most importantly, in evaluating the service.

Activities like needs assessment study and city mapping that help determine the structure of a Child Helpline, are participatory in nature – involving children and their issues and concerns. Similarly, awareness about the helpline is geared towards the children through effective grass root level campaigns. The Child Helpline also lets children decide their own rehabilitation plan and make them aware of all the options before them.

Additionally, the feedback from children about the helpline gets incorporated, making it a service of the children, by the children and for the children!



18. How does one lobby for a toll free number for the Child Helpline?

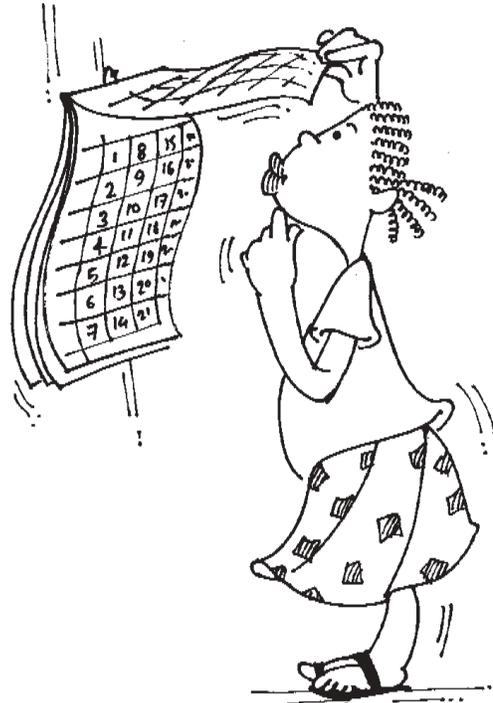
Toll free helpline number may not be an essential feature of helplines that cater to adults but is imperative to a Child Helpline where children can call in during emergencies seeking care and protection. Countries who have ratified the U.N. Declaration of Child Rights have a mandate of providing protection to children in difficult circumstances in the context of promoting the rights of the child. Using the Child Rights Convention as a lobbying tool, the helpline can lobby for a toll free number.



19. How long does it take to get the helpline ringing?

Each region sets its own pace to get started. Once the ground work of studying a region, listing available resources and preparing a city map for guidelines is over, the organisational structure for the helpline is worked out. This involves as many organisations working with children in the region.

After the phones are installed, a trial run of the helpline helps to identify issues in the starting phase. Once the trial period ends, the helpline is all set to ring!



## QUESTIONS RELATED TO IMPLEMENTATION OF THE SERVICE

20. What is the recommended operational strategy for a Child Helpline in an economically developing country?

There are two different models of helplines that are in practice.

In economically developed countries with well-developed telephone infrastructure and social care facilities, a Child Helpline serves as a confidential counseling service where trained counsellors provide support and advice and refer children in danger to support agencies.

On the other hand, in economically developing countries with poor telephone infrastructure and inadequate services for children, a Child Helpline needs to play a more proactive role; both in terms of awareness and intervention. The recommended operational strategy for a Child Helpline in this context is based on a partnership model that provides a platform for the community to partner in protecting children.



## 21. Why is a partnership model important?

Protecting children is everybody's business- not only of a children's organisation or of a concerned adult. Especially in a developing country, where resources are scarce, a Child helpline works on a partnership model where it collaborates and networks with many partners.

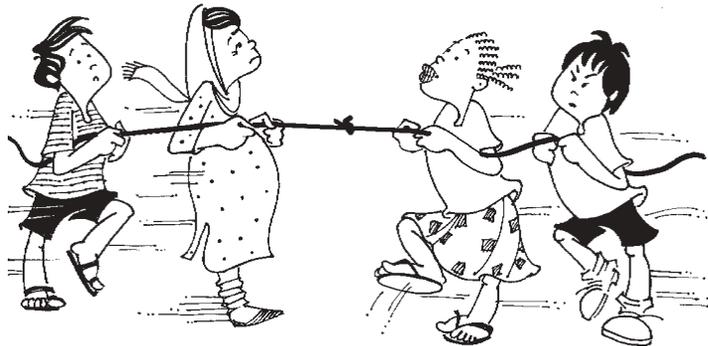
Each partner holds a joint ownership and responsibility to reach out to children in need of care and protection. For example *children* as partners help in evaluating, suggesting and participating in decisions related to every aspect of the helpline. At the same time youth as partners help in reaching out effectively to the child by identifying children's issues and understanding their problems more effectively.

Close partnerships with *children's organisations* help in reaching out instantly to the child in distress, identifying issues of children, advocating for gaps in services and advocating for a child friendly environment. At the same time, partnership with the *Allied Systems* brings in their commitment to a child friendly world. *Media* as partners on the other hand prove effective in sensitising, advocating and protecting the rights of the child and partners like *concerned adults* support by calling in every time they see a child in distress!

22. Which organisations are involved in running a Child Helpline?

Ideally, it should be the entire region! A Child Helpline to work effectively requires a collaborative effort, with each organisation in the region, playing an important role. These are essentially *academic organisations, children's organisations, Allied Systems* and the *whole community*. While academic organisations provide a theoretical perspective to emerging children's issues and interventions; children's organisations provide support in actual running of the call centre, providing resources or spreading awareness about the helpline. Also involved are the *Allied Systems* that are crucial in promoting a child friendly environment.

The idea of having multiple organisations in the Child Helpline structure is to have a self check balance mechanism in place. This ensures transparency and accountability of the helpline and maintains quality in service.



23. Is running a Child Helpline cost effective? Do you need to build a shelter home or a half way home before starting a helpline?

A helpline is a service that is implemented by all child related organisations. Running a helpline does not require massive investments or infrastructure. Technically it just requires a table, chair and a phone instrument in an office space. A successful helpline works on partnerships, networking with agencies and organisations that make available their services free of cost for the child in need.



24. What is the brand add on model currently in practice in India?

For a national level helpline, it is important to establish a brand image of the helpline. Just like any product or a company is associated with a logo and consistent quality, every child and every concerned person must identify with one logo, one name and one colour scheme of the Child Helpline, to know that it stands for child protection! Awareness strategies are therefore geared to build this brand image amongst children and concerned adults.

Building a brand of a helpline builds credibility. And sustaining a helpline involves utilising existing resources and not duplicating any service. A Child Helpline does not start any new service on its own. Instead the helpline links children with existing services and is therefore an add on to available resources.

This model being successfully practiced in India is called a *Brand Add on* model of a Child Helpline.



25. How do you promote awareness about the helpline?

The scope of the Child helpline will be limited unless children are aware about it and its toll free number. It is important that children identify with the service as their own and feel motivated to call the helpline in need of help. Therefore awareness strategies focus on children and concerned adults who may contact the helpline on their behalf.

While planning awareness, the team identifies areas where children are most likely to be found. These could be streets, parks, working children at garages or shops or small factories, tourist areas, slums etc. It is important to use grassroot level activities like word of mouth, slogans, songs, street plays, stickers and posters that children can read. The target group also includes public phone booth owners, slum dwellers, police personnel, health functionaries, street vendors etc. besides children so that

they support the helpline by calling in every time they see a child in distress.



26. What are some of the cost effective strategies to spread awareness?

Low cost methods like getting the helpline message printed free of cost on milk packets/ department store bags, use of city transport space for helpline banners are some examples.

Showing children how to use a phone, dialing the helpline number and demonstrating the use of the service can be done through indigenous methods like folk songs, street plays, games, open discussions, day and night outreach, children's parties, fairs or exhibitions.

27. What is a kind of assistance offered by the Child Helpline?

A Child Helpline offers both direct and indirect assistance to the child calling in. The team member attending the call may have to physically reach out to the child in need and provide emergency intervention like hospital care or shelter or rescue from abuse. The child after initial intervention is then linked to other organisations for long term rehabilitation.

The other form of assistance offered by the helpline is indirect in nature. This could be offering assistance on the phone like listening to children, providing information about available services or giving referrals for specialised services.



28. What should be the staffing pattern at the Child Helpline?

The helpline service could either be run by volunteers or by paid staff members but the staffing pattern of a Child Helpline is such that there is always someone available to answer the phones and reach out to the child in distress.

It is a good idea to have street children or youth as part of the team. This not only helps the team at the helpline identify better with issues and problems of children that in turn helps to respond effectively to the child in distress but is also a means to empower street children or street youth by building their confidence and skills and providing them with opportunities.

29. What kind of training is required for the staff of a Child Helpline??

It is very important to have a trained team dealing with children in need of care and protection. The team handling the calls from children should have knowledge of available resources and intervention strategies, a strong perspective on child rights and information about the issues and concerns of children in their area.



30. Are trainings a regular feature of the working of a Child Helpline?

The helpline team is trained on a regular basis based on emerging children's issues and needs of the region.

The initial in-house training imparted at the time of starting a helpline is an intensive training module comprising of the following sessions:

- Understanding children and their rights
- Understanding the Child Helpline - its beliefs, key concepts, structure, roles and responsibilities
- Strategies of intervention and awareness along with guidelines on documentation
- Working with Allied Systems

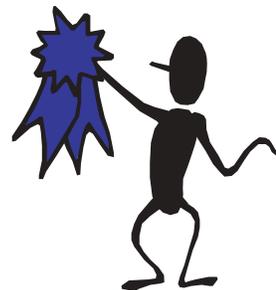
The team also gets inputs from regular issue based trainings that follow the inhouse training. These issues are based on the identification of children's needs. For example counseling skills, first aid training, working with children suffering from schizophrenia etc.

Equally important are regional and national level trainings, conducted with different Child Helpline centers in the country. This helps identify emerging children's issues and trends in the country and most importantly build a sense of family and a feeling of belongingness between all Child Helpline centers in the country.

31. How does one ensure quality in the functioning of a Child Helpline?

Different helpline centers in a country could follow different procedures of running the Child Helpline but it is essential to have some minimum quality standards and basic guidelines that are associated with the brand of a Child Helpline. These quality standards incorporate aspects like training, intervention strategies, building awareness, documentation guidelines and adherence to the same beliefs, ideology and core principles. It is important that the quality standards in running a Child Helpline are mutually defined and implemented with consensus. Towards this, strategies like regular partnership meets- regionally or nationally, help in experience sharing and joint planning.

Additionally networking visits to different helpline centers by a national anchoring body/organisation help in reinforcing beliefs, providing feedback and promoting best practices. All this ensures quality in service delivery and build a brand image of the Child Helpline.



32. Is each and every call documented at the Child Helpline? What are the documentation procedures to be followed?

For a Child Helpline, every call is important. Every child calling the helpline for assistance is unique, the issue and problems are unique. With each call bringing in new learnings, a Child Helpline must document every step! Each call must be recorded, necessary paperwork with every intervention step filed, procedures documented and meetings, training and outreach programmes recorded, on a regular basis.

The helpline therefore must devise a documentation system that captures each and every aspect of the service.

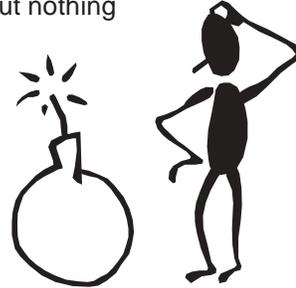
*Annexure 4 provides a sample format of documentation forms of CHILDLINE India and CHILDLINE UK.*



*Email [childnet@childlineindia.org.in](mailto:childnet@childlineindia.org.in) for a software version (in CD format) of the documentation program currently in practice in India.*

33. What are the common problems associated with running a Child Helpline?

Yes, helplines can run into problems, but nothing that can't be overcome! Based on experiences of different helplines, some of the initial problems that the helplines face are a large number of silent/bogus/crank/fun calls. The challenge is to convert these callers



into potential callers of the service. The challenge in the initial stages is also to reach out to the child in need directly hence devising grassroots awareness campaigns.

Problems related to inadequate services are also often encountered by helplines. For example, lack of night shelters for girls or lack of funds for an expensive medical operation. The challenge is to fund raise locally not only for generating resources but also to build partnerships with all systems. Good partnerships also help build an onus towards the service.

As the service gets more and more established, challenges evolve into best practices like innovations in service, handling burn out of the team and most importantly maintaining quality in service!

34. How do calls help in advocating or lobbying for better services for children?

Documenting calls coming in at the helpline reflects the emerging trends and issues concerning children in need of care and protection like the nature of problems concerning the child, difficulties faced by the helpline team, lack of support systems for the child etc.

Partnerships with the government systems helps the helpline to advocate for inadequate services that have been identified through the helpline data on calls from children.

Documentation therefore is the key lobbying tool of Child Helplines in the area of child protection where the helpline data feeds into child friendly policies.



## Key features of a Needs Assessment Study (NAS)

- 📖 NAS is conducted with different target groups of children and concerned adults like public phone booth owners, shopkeepers, doctors, police, railway authorities etc.
- 📖 NAS provides children and adults people with an opportunity to participate in deciding what kind of helpline service their region needs.
- 📖 NAS indicates who will call the Child Helpline. This helps plan the organisational structure for the helpline in the region and determine awareness strategies based on the caller's profile.
- 📖 NAS identifies needs of the region and gaps in services that helps identify training needs and intervention strategies. For example, if the NAS reveals that public booth owners do not allow children to call, then there is a need to conduct a sensitisation training workshop/orientation for them.
- 📖 Some of the type of questions included in the interview schedule of the NAS are:
  - What are the problems faced by children?
  - What are their current coping strategies?
  - Would a child dial a helpline?
  - When would they do so?
  - For what kind of assistance?

## Key features of a resource directory

The Resource Directory should include the following services:

- & Residential services for children
- & Boarding homes for boys/girls
- & Street children related services
  - Contact points only
  - Day contact centres
  - Day/Night shelters
  - Specialised services
- & Disability related services
- & Child Guidance Clinics
- & Sponsorship services for children
- & Adoption services for children
- & Vocational training services
- & D-addiction related services
- & Phone counselling services
- & Women related services
- & Police stations
- & Hospitals
- & Ambulance services
- & Blood Banks

## Sample format of a resource directory

Name of organisation: Saathi

Contact details :

C/o B/1, Maniyar Building  
Block 41, 6th Floor  
Tardeo Road  
Mumbai 400 034

**Telephone No.** : 309 0026 , 494 8053 , 3009117

**E-mail** : saathi@bom5.vsnl.net.in

Geographical Outreach :

Grant Road and Agripada

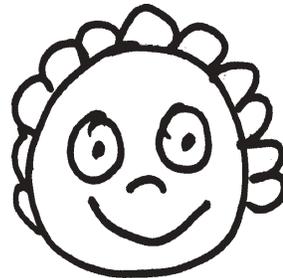
Target Group :

Boys and Girls between the age of 12 to 22 years.

Services Provided :

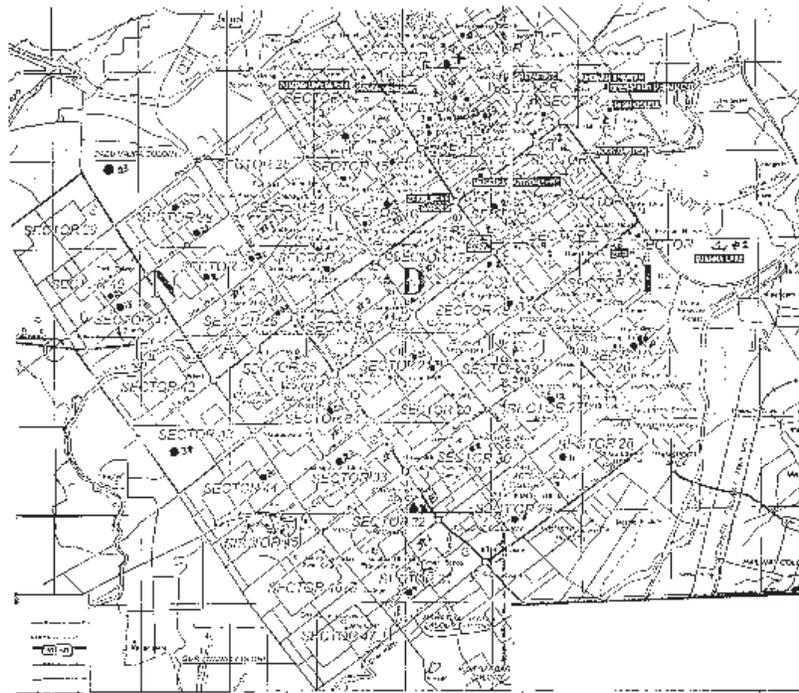
Functions as a contact centre. Education, Health Services, Vocational Training, Repatriation, Referral for Jobs.

Also finds shelter homes for a group of boys who stay together and go out for work.



# Sample City Map

City: Chandigarh, India



**LEGEND**

**NGOs**

- 1. YWCA, India
- 2. Yeha Social Welfare Society
- 3. Indian Council of Social Welfare, Chandigarh
- 4. Indian Council for Child Welfare, Chandigarh
- 5. Prati Bharti
- 6. MTTC
- 7. ICMCA
- 8. B. Saral Sahitani
- 9. Mantra Terminus
- 10. Prati Bharti Society
- 11. Ganga Foundation
- 12. Caritas
- 13. Society for Social Welfare
- 14. Bharat Vidyas
- 15. Chhaya Foundation
- 16. Society for the Care of the Blind
- 17. Dimple Sarda & Family
- 18. Anjali Prakashan
- 19. Sahitya
- 20. Anjali Foundation
- 21. Prati Bharti Welfare Group
- 22. Prati Bharti Welfare Society
- 23. Prati Bharti Welfare Society
- 24. Prati Bharti Welfare Society

- 25. Yeha Social Welfare Society
- 26. Indian National Institute of Yoga
- 27. Yeha Social Welfare Society
- 28. North Eastern Social Welfare Society
- 29. Society for the Rehabilitation of Handicapped
- 30. Society for the Rehabilitation of Handicapped
- 31. Society for the Rehabilitation of Handicapped
- 32. Society for the Rehabilitation of Handicapped
- 33. Society for the Rehabilitation of Handicapped
- 34. Society for the Rehabilitation of Handicapped
- 35. Society for the Rehabilitation of Handicapped
- 36. Society for the Rehabilitation of Handicapped
- 37. Society for the Rehabilitation of Handicapped
- 38. Society for the Rehabilitation of Handicapped
- 39. Society for the Rehabilitation of Handicapped
- 40. Society for the Rehabilitation of Handicapped

**CHILD GUIDANCE CLINICS**

- 1. Child Guidance Clinic, Sector 14
- 2. Child Guidance Clinic, Sector 14

**DRUG ADDICTION CENTRES**

- 1. The Addiction Centre, Sector 14
- 2. The Addiction Centre, Sector 14

**POLICE STATIONS**

- 1. Police Station at Sector 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100
- 2. Police Station at Sector 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100

**BLOOD BANKS**

- 1. Blood Bank, Sector 14
- 2. Blood Bank, Sector 14

**AMBULANCE SERVICES**

- 1. Ambulance Service, Sector 14
- 2. Ambulance Service, Sector 14
- 3. Ambulance Service, Sector 14

## Documentation form of CHILDLINE India

### DOCUMENTATION FORM

CHILD INFORMATION :		
Name : _____ Age: _____ Sex : <input type="checkbox"/> Male <input type="checkbox"/> Female		
Child Origin : _____ Affiliation Agency _____ Call Place _____		
Address _____		
Situation :		
Life Situation :	<input type="checkbox"/> Street Child <input type="checkbox"/> Flesh trade victim <input type="checkbox"/> Children in conflict with the law <input type="checkbox"/> Children affected by HIV/AIDS <input type="checkbox"/> Child with family crisis	<input type="checkbox"/> Child Labourer <input type="checkbox"/> Differently abled Child <input type="checkbox"/> Children in Institution <input type="checkbox"/> Children affected by conflicts or disasters <input type="checkbox"/> Emotionally disturbed child
		<input type="checkbox"/> Child addict <input type="checkbox"/> Mentally ill children <input type="checkbox"/> Child political refugee <input type="checkbox"/> Abused Child <input type="checkbox"/> Any other _____ child
Circumstances (*) :	<input type="checkbox"/> Runaway Child <input type="checkbox"/> Employed in domestic labour <input type="checkbox"/> Emotional abuse <input type="checkbox"/> Hearing disability <input type="checkbox"/> Mental disability <input type="checkbox"/> Learning disability <input type="checkbox"/> Affected by national conflict <input type="checkbox"/> Affected by family has migrated <input type="checkbox"/> Child affected by HIV/AIDS	<input type="checkbox"/> Abandoned <input type="checkbox"/> Bonded child labour <input type="checkbox"/> Sexual abuse <input type="checkbox"/> Visual disability <input type="checkbox"/> Cerebral palsy affected <input type="checkbox"/> Drug abuse <input type="checkbox"/> Affected by international conflict <input type="checkbox"/> Parents are stigmatised displacement <input type="checkbox"/> Mother/Father death <input type="checkbox"/> Missing <input type="checkbox"/> Any other _____
		<input type="checkbox"/> Physical abuse <input type="checkbox"/> Physical disability <input type="checkbox"/> Spastic disability <input type="checkbox"/> Leprosy affected <input type="checkbox"/> Solvent abuse <input type="checkbox"/> Affected by disasters <input type="checkbox"/> Parents are medically-ill <input type="checkbox"/> Parents are economically deprived
Educational Status:	<input type="checkbox"/> Non-school going <input type="checkbox"/> Attends Govt. aided/Private Schools <input type="checkbox"/> Never attended school <input type="checkbox"/> Attends college <input type="checkbox"/> Drop out at primary level	<input type="checkbox"/> Attends Municipal School <input type="checkbox"/> Finished school <input type="checkbox"/> Attends Special school <input type="checkbox"/> Drop out at secondary level
		<input type="checkbox"/> Attends non-formal education classes only <input type="checkbox"/> Drop out from school
Support System :	<input type="checkbox"/> Child lives alone <input type="checkbox"/> Child lives with friends <input type="checkbox"/> Child lives in Government Institutions	<input type="checkbox"/> Child lives with family <input type="checkbox"/> Child lives with employer relatives <input type="checkbox"/> Child new to city
		<input type="checkbox"/> Child lives with relatives <input type="checkbox"/> Child lives in Shelter <input type="checkbox"/> Any other : _____

DOCUMENTATION FORM (contd.)

MEDICAL	REPATRIATION	RESCUE/ABUSE
<input type="checkbox"/> First Aid <input type="checkbox"/> Hospitalisation <input type="checkbox"/> Mental Illness <input type="checkbox"/> Casualty <input type="checkbox"/> O P D <input type="checkbox"/> Accident <input type="checkbox"/> Addiction	<input type="checkbox"/> Child knows address, lives outside the city <input type="checkbox"/> Child does not know address, lives outside the city <input type="checkbox"/> Child knows address, lives within the city <input type="checkbox"/> Child does not know address, lives within the city	<input type="radio"/> Physical <input type="radio"/> Sexual <input type="radio"/> Financial <input type="checkbox"/> Abuse in the family <input type="checkbox"/> Abuse by neighbours <input type="checkbox"/> Abuse in work place <input type="checkbox"/> Abuse in institutional care <input type="checkbox"/> Protection from abuse by police <input type="checkbox"/> Death
Type of illness (*) : _____ _____ _____	Reason for Repatriation (*) : ____ _____ _____	Type of Abuse (*) : _____ _____ _____
SHELTER	DEATH RELATED CALLS	EMOTIONAL SUPPORT & GUIDANCE
<input type="checkbox"/> Child is medically ill <input type="checkbox"/> Child is abandoned <input type="checkbox"/> Child has left home <input type="checkbox"/> Parents/Guardians seek shelter for child <input type="checkbox"/> Child has left shelter	<input type="checkbox"/> Natural Death <input type="checkbox"/> Accidental Death <input type="checkbox"/> Death under suspicious circumstances	<input type="checkbox"/> Family <input type="checkbox"/> Self <input type="checkbox"/> Peer Group <input type="checkbox"/> Institution <input type="checkbox"/> School <input type="checkbox"/> Sharing <input type="checkbox"/> Work Place <input type="checkbox"/> Love Relationship : Boyfriend/ Girlfriend
Reasons for Shelter (*) : _____ _____ _____	Details (*) : _____ _____ _____	Type (*) : _____ _____ _____
SPONSORSHIP	ADDITIONAL DETAILS OF ANY OF THE ABOVE PROBLEMS	
<input type="checkbox"/> Health <input type="checkbox"/> Education <input type="checkbox"/> Foster care	_____ _____ _____	
Details (*) : _____ _____ _____		



## List of Child helplines around the world

Australia	:	Kids Help Line
Austria	:	Rat AUF Draht
Belgium	:	Tele Accueil
Belgium	:	Kinder en Jogerentelefoon
Canada	:	Jeuness J'Ecoute (Kids Help phone)
Croatia	:	Otvoreni Telefon- Drustvo Nasa Djeca Pula
Czech Republic	:	Linka Bezpeci
Czech Republic	:	Rozova Linka
Denmark	:	Bornetelefonen
Finland	:	Lasten ja nuorten puhelin (LNP)
France	:	Allo Enfance Maltraitee
Germany	:	Kinder und Jugendtelefon
Germany	:	DKSB Bundesverband
Greece	:	National Welfare Organisation
Hungary	:	Kek Vonal
Iceland	:	Red Cross Trudnarsiminn
India	:	CHILDLINE
Ireland	:	Childline
Italy	:	Telefono Azzurro
Japan	:	Kodomo Gekjo National Centre



List of Child helplines around the world (*contd.*)

Japan	:	Childline
Latvia	:	Vaiku Telefono Linija
Mongolia	:	Agency for Prevention and Protection for Children against Abuse and Neglect
Nepal	:	Child Workers in Nepal Concern Centre (CWIN)
Netherlands	:	Kindertelefoon
New Zealand	:	What's up
Norway	:	Rode Kors Barn Og Unges Untaktttelefon
Pakistan	:	Madadgar
Peru	:	Fundacion Anar
Philippines	:	BANTAYBATA
Poland	:	Nadzeija (Hope)
Portugal	:	SOS Crianca
Romania	:	Child's Hot Line
Russia	:	Moscow Helpline for Children
Slovakia	:	Navrat Sancova
Slovakia	:	The line of child security
Slovenia	:	TOM National Network
South Africa	:	Lifeline
South Africa	:	Childline
Spain	:	Telefono Del Menor Anar



List of Child helplines around the world (*contd.*)

Sri Lanka	:	National Child Protection Authority
Sweden	:	Barnens Ratt I Samhället (BRIS)
<b>West Indies (Trinidad &amp; Tobago)</b>	:	Coalition Against Domestic Violence
United Kingdom	:	NSPCC Child Protection Helpline
United Kingdom	:	Childline
United Kingdom	:	Bullying Helpline
Ukraine	:	The Odessa Samaritans Child and Teen line
USA	:	ChildHelp
USA	:	National Child Abuse Hotline
Zimbabwe	:	Childline



*If the Child Helpline of your country is not included in this list  
e-mail: [chi@childlineindia.org.in](mailto:chi@childlineindia.org.in)*

Child Helpline International (CHI), a global network of helplines and telephone outreach services for children and young people, has come out with a compilation of Frequently Asked Questions regarding setting up and running a Child Helpline.

CHI was the outcome of the International Consultation on Child Protection held in August 2001, Pune, India, attended by over seventy participants of nineteen countries. Many countries had then suggested the idea of a helpline helpdesk. CHI took this idea a step further and formed a global network that aims to:

- Establish a network of existing helplines to facilitate experience sharing and mutual support
- Facilitate the establishment of helplines in interested countries and those which need helpline services for children
- Partner with the telecommunications sector to ensure that technological innovations are channelled effectively by children's helplines
- Develop an international data base on issues and problems of children in need of care and protection, based on existing national data bases
- Partner with the Allied Systems namely the government, corporate sector and media, in responding to children and providing appropriate telecommunication infrastructure
- Advocate at national, regional and international levels on issues emerging on the basics of children's calls and their problems
- Facilitate global network of young persons who can advocate for issues concerning themselves, thereby placing young people at the centre stage of advocacy and policy development

*Many countries have been writing into CHI and this FAQ booklet hopes to answer their questions. If you would like to be a member of CHI, need information or assistance email [chi@childlineindia.org.in](mailto:chi@childlineindia.org.in). For further details on CHI and its other publications log onto: [www.childlineindia.org.in/chi](http://www.childlineindia.org.in/chi)*