



A New Reality

Child Helplines Report on
Online Child Sexual Exploitation and Abuse
from Around the World

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List of Acronyms Used in This Report

CHI – Child Helpline International

COP – Child Online Protection

CPS – Child Protection System

CSEA – Child Sexual Exploitation and Abuse

INGO – International Non-Governmental Organisation

ICT – Information and Communications Technology

ITU – International Telecommunications Union

LEAP – Leadership in Activating and Empowering Child
Helplines to Protect Children Online

MENA – Middle East and North Africa

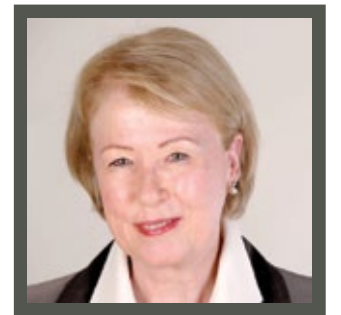
NGO – Non-Governmental Organisation

UNCRC – United Nations Convention on the Rights of the Child

UNICEF – United Nations Children’s Fund

MNR – Model National Response

Foreword



I am pleased and proud to present Child Helpline International’s first report on its LEAP (Leadership in Activating and Empowering Child Helplines to Protect Children Online) project. This report is the result of a multi stakeholder collaboration that took place in a 12 week period early in 2016, where we at Child Helpline International, many of our member child helplines, UNICEF, partners and others worked intensely to achieve our objectives.

The findings and recommendations arising from this project are based on solid research, evidence, and first-hand knowledge and expertise of child helplines and their partners in government, law enforcement, civil society, international organisations and other stakeholders. They show that much work remains to be accomplished; we at Child Helpline International are looking forward eagerly to continuing our efforts to combat the scourge of child sexual abuse and exploitation online.

Whilst I realise that usually acknowledgement and thanks appear at the end of a report, I am departing from tradition to express my personal appreciation to so many people and organisations that made this project a success.

Child Helpline International and the child helpline network are in a position of great responsibility to respond to the growing needs of protecting children online; we are all confident that we make a difference, working together with the WePROTECT global initiative. I am grateful to the UK Government for their brave initiative and to UNICEF for their confidence in Child Helpline International.

We could not have successfully accomplished this phase of CHI-LEAP initiative without the massive support and cooperation of both the priority countries and expert child helplines, who worked hand in hand with us on every step of this journey, sending in surveys and case studies and giving their precious time for one-on-one chats with data collectors. They also participated actively in the regional meetings we hosted, with incisive and informative presentations and generously shared their knowledge, experience and expertise. We are greatly indebted to the child helplines for their unfailing cooperation, and for the data they shared.

We were closely guided and advised at each step of the CHI-LEAP initiative by Dave Miles and John Carr, two internationally renowned experts on child online exploitation and abuse from the United Kingdom. Their contributions and support to Child Helpline International throughout this initiative were invaluable and a great learning experience for the CHI team.

I would also like to thank the various regional partners and child protection stakeholders from governments, hotlines, industry, law enforcement, and civil society, who participated in the four ground breaking Regional Stakeholder Activation meetings. These key stakeholders responded enthusiastically to our call to action on the issue.

Finally, we could not have achieved our objectives without the full commitment of our team at Child Helpline International, who worked zealously to bring together the coordination of the project as well as the branding and powerful message of CHI-LEAP, and executed four regional meetings in record time. I am grateful indeed for the team’s dedication and passion.

Sheila M. Donovan
Executive Director

Introduction

Child Helpline International (CHI) is committed to combat child sexual exploitation and abuse in all its forms, and is proud to be a partner in the WePROTECT Global Alliance to End Child Sexual Exploitation Online. Child Helpline International undertook the Leadership in Empowering and Activating Child Helplines to Protect Children Online (LEAP) project in early 2016, in partnership with UNICEF as a part of the 2015/2016 UNICEF Global Programme to Build Capacity to Tackle Online Child Sexual Exploitation. This was supported by the UK Government under the WePROTECT initiative with the aim to review the capacities of child helplines in combatting and responding to child sexual exploitation and abuse.

One of the key results of the WePROTECT initiative is the Model National Response (MNR), a descriptive model that sets out the main capabilities required at a country level to coordinate the response to child sexual exploitation and abuse. Child helplines are at the centre of the prevention and response efforts outlined in the Model National Response for addressing child sexual abuse and exploitation.

Child helplines lie at the critical intersection where children and young people find their way to protection and care provided by child protection systems; they are trusted and accessible sources for help and support for children and young people, and of referral to the child protection system including law enforcement if that is required. Collectively, Child Helpline International members respond to more than 15 million contacts a year on all issues affecting children's lives and well-being.

This report covers a project that Child Helpline International undertook: a comprehensive baseline survey of child helplines in 17 countries, supplemented by important findings and recommendations from nine case study countries' helplines. The case study countries and their helplines were selected because of their experience and expertise in dealing with online abuse and violence including child sexual abuse and exploitation online.

During the course of the project, Child Helpline International also brought together the target country helplines, case study helplines, government representatives, UNICEF, INGOs and industry representatives in four landmark regional meetings. Participants shared findings,

experiences, knowledge and expertise at these regional events, and, crucially, raised the issue of online CSEA to a high level of awareness and urgency amongst participants. Separate reports were produced for each of these meetings, and contain recommendations for child helplines and their networks.

Part One of this document begins with an introduction to the major actors involved in the conception, funding and execution of the activities undertaken. Descriptions of UNICEF's 2015/2016 Global Programme to Build Capacity to Tackle Online Child Sexual Exploitation (UNICEF Global Programme) and the challenge of addressing online child sexual exploitation and abuse are included for background and context. Supplemental information on the reasons children and young people contact child helplines, and on collaboration with Internet and communication technology partners are included to flesh out the framework within which Child Helpline International views the role of child helplines and their partners in combatting CSEA online.

The continuation of the report contains a project description, followed by key findings of the surveys from the nine case study countries and from the four regional multi stakeholder meetings.

There is a separate section on the recommendations arising from the baseline surveys, from the nine case study countries, and from the four regional meetings.

Part Two includes more detailed information on the 17 priority countries and nine case study countries that participated in this project. Each of the 26 country pages features statistics, survey findings, networks and partners of the child helplines, and stories garnered from front-line child helpline counsellors and managers. These detailed country pages provide valuable insight to the findings and conclusions reached during the course of the project.



Part One

Context: The Issue and Partners in the Project

The Global Challenge of Online Child Sexual Exploitation and Abuse

In this increasingly connected digital age, innovative technologies are transforming the lives of an ever increasing proportion of the world population.

According to the International Telecommunications Union (ITU), in 2015, 3.2 billion people were using the internet and there are now 7 billion mobile phone subscribers worldwide.¹ Key beneficiaries of this explosion in information and communication technologies are children and young people.¹

However, as we move ever closer towards a global digital society, this accessibility is unevenly spread. More than 4 billion people from low-and middle-income countries remain offline.

Risks accompany the benefits of our digitally connected societies. An increasingly connected younger generation faces greater challenges, as they learn to navigate the online world. For example, offline behaviours like bullying have now gone online and become more pervasive.²

Online child sexual exploitation and abuse is the most heinous of crimes. It can be divided into two principal types – the exchange of child sexual abuse material and the direct interaction between adults and children online for sexual exploitation. As a crime, child sexual exploitation and abuse takes place online and offline. It can occur in familial and non-familial settings and in national and international contexts. However, all forms require a focus on both the victim and the offender.

Child helplines can play a pivotal role in identifying and reporting child sexual exploitation and abuse. The myriad reasons that children and young people contact child helplines, of which sexual exploitation and abuse is one, provide evidence and context. Above all, children and young people can seek the advice, counselling and referral needed in a safe, secure, confidential environment when they contact a child helpline about these terrible crimes.

UNICEF and WePROTECT

UNICEF supports member states in the implementation of the Convention on the Rights of the Child and the implementation of Agenda 2030 on Sustainable Development, through which Governments have committed to end all forms of violence against children.

Protecting children from all forms of violence, exploitation and abuse across all settings – the home, schools and community – is a key mandate for UNICEF. In 2016, UNICEF supported Government and civil society action in 124 countries to prevent and respond to violence against children. Key strategies supported include legal and policy reform, multi-sectoral service delivery to child victims, early detection and referrals of violence and prevention programmes to address attitudes, norms and behaviours harmful to children.

Increasingly, efforts to protect children from all forms of violence include the protection of children from violence, exploitation and abuse in the context of Information and Communication Technologies (ICTs), such as online bullying and online child sexual abuse and exploitation. UNICEF, through research, policy and programme work, communication and advocacy, promotes that all children should have access to, and be empowered to use ICTs, while being protected from harm. Evidence shows that efforts to build a protective online/offline environment for children must be integrated into larger child and social protection efforts in progress. Strategies to address ICT-related violence, exploitation and abuse must form part of wider national strategies to address violence, exploitation and abuse. Protecting children from online violence, sexual abuse and exploitation is critical to delivering on the promises made by governments under Agenda 2030 and Sustainable Development Goal target 16.2 that calls for protection of children from violence, abuse and exploitation.

Following the ground-breaking #WePROTECT Children Online Summit held in London in December 2014, UNICEF, with support from the UK Government, implemented a £10 million Global Programme to build capacity of governments, civil society and the ICT industry to tackle online child sexual exploitation in 17 countries across six regions, with activities at the national, regional and global level (May 2015-March 2016). UNICEF's 'Global Programme to Build Capacity to Tackle Online Child Sexual Exploitation' aimed to strengthen global efforts across sectors to prevent and protect children from online sexual exploitation; and to carry forward the vision set out at the London Summit, to ensure that: children are effectively protected from online sexual exploitation and abuse, perpetrators are apprehended and prosecuted; and children are enjoying the benefits of the internet, free from danger.

The Global Programme – representing the first concerted multi-national and cross-regional effort dedicated to addressing the issue of online child sexual exploitation – was managed by the Child Protection Section at UNICEF New York Headquarters, in collaboration with UNICEF's Office of Research, Private Fundraising and Partnership Division; and Division of Communication. As a part of the Global Programme, UNICEF and Child Helpline International entered into a partnership to strengthen the capacity of the child helplines in responding to the needs and rights of child victims to report online violence, exploitation and abuse; and receive counselling and quality support services in accordance with international standards and practices. This partnership has contributed to the solid progress of the Global Programme to protect children from sexual exploitation and abuse.

Online sexual exploitation and abuse of children is a global issue requiring a coordinated global response. No one country, sector or organisation can tackle it alone. UNICEF continues to advocate at the highest level policy forums to secure political commitment, convene multi-stakeholder dialogues (including the ICT industry), and to build capacity among national stakeholders to establish and strengthen a coordinated response. Together with partners such as Child Helpline International, UNICEF is making strides towards protecting children from harm and promoting children's digital citizenship and empowerment.

Who is Child Helpline International?

Child Helpline International is one of the world's largest collective impact organisations, a network of 183 independent child helplines that listen to and help children and young people in 142 countries. CHI coordinates the network's global and regional advocacy, facilitates knowledge transfer, capacity building and communication amongst its child helpline members, influences policy and works with other global and regional organisations to improve children's lives.

Since its founding in 2003, Child Helpline International has advocated for the rights of children and young people around the world. CHI has supported the creation and strengthening of child helplines, and has enhanced their recognition as an essential part of child protection systems. Child helplines are now crucial drivers of system transformation, in countries where child protection systems are non-existent or weak, and in those where they are stronger and more sophisticated.

In listening to children, child helplines generate data on contacts to the helplines that identify the most immediately important issues in children's lives. The data collected over the last 12 years confirm that violence against children is the most frequent and consistent reason for children and young people to contact helplines around the world.

Child helplines have direct access to invaluable insights on children's lives. Children and young people all over the world contact child helplines to express their fears, worries, thoughts and concerns, because helplines are easy to access, safe, secure, trustworthy and free of charge.

Child Protection and the role of child helplines/What is a child helpline?

Child helplines are support services run specifically for children – they are usually run by civil society organisations or, sometimes, government bodies.

Child helplines typically base their work on the principles of the United Nations Convention on the Rights of the Child (UNCRC). The UNCRC spells out the rights of children everywhere: the right to survival; to develop to the fullest; to protection from violence, abuse and exploitation; and the right to participate fully in family, cultural and social life.

The UNCRC also specifically gives children the right to be heard and to express their views without fear of harm or reprisal. Child helplines help ensure all children have the opportunity to be heard.

Child helplines also adhere to the four core principles of the UNCRC: non-discrimination; the best interests of the child; the right to life, survival and development; and respect for the views of the child.

Often, child helplines are a young person's first point of contact with child protection services. Child helplines are a trusted and accessible gateway for young people to find the much-needed next level of support. Between 2004 and 2014, over 277 million children contacted CHI's member child helplines. Millions of contacts were about violence, millions about neglect and millions of children called to be saved from sexual abuse and suicide. Child helpline counsellors actively listen to children who wish to express their concerns, and link children and young people to resources and emergency assistance as needed. Where necessary, child helplines also directly intervene, providing shelter, education and legal support. Importantly, child helplines also reach out to those children who may not be able to access these services on their own.

Finally, child helplines empower children by raising awareness of the issues they face and by taking their voices to decision makers. With all the valuable information and insights from children, child helplines and CHI approach governments, UN agencies and other important stakeholders to advocate for stronger child protection systems.

What are children and young people contacting child helplines about?

The high numbers of contacts to child helplines indicate that children are willing to share their concerns and fears once they have trust in a system or mechanism such as a child helpline. The increase in the number of child helplines, as well as the provision of toll-free, easy to remember telephone numbers, and the adoption of new communications technology has enabled more children worldwide to access child helplines services than ever before.

An important part of CHI's activities is to report annually on the data collected from its member child helplines. In an average year, CHI collates data from over 30 million contacts made by children to child helplines around the world. The majority of these contacts are still made over the telephone. On average, children who contact child helplines are between 10 – 17 years of age.

Globally, the extensive data collected by CHI have provided insights into the depth and range of issues faced by the young population in a country or region.

The most common reasons for children and young people requesting assistance, counsel, or referral concerned abuse and violence (approximately 30%), psycho-social mental health (approximately 15%), peer relationships (approximately 12%), family relationships (approximately 10%), and sexuality and sexual awareness (approximately 10%).

For more details and to access CHI's data and publications, please see:
<http://www.childhelplineinternational.org/resources/data/>

Child helplines give children and young people a voice.

Project Description

What is CHI LEAP?

Child Helpline International and child helplines are identified as key actors in the WePROTECT Model National Response³ which recognises the role of child helplines in prevention of online child sexual abuse and exploitation, victim reporting and support, and referrals to services for ongoing support.

As a partner in the WePROTECT Global Alliance to End Child Sexual Exploitation Online, Child Helpline International (CHI) implemented the LEAP project, which aims to provide Leadership in Empowering and Activating Child Helplines to Protect Children Online. This was achieved through a partnership with UNICEF's 2015/2016 Global Programme to Build Capacity to Tackle Online Child Sexual Exploitation.

Under the CHI LEAP initiative, CHI committed to determine the current capabilities of child helplines vis à vis child sexual exploitation and abuse online in the 17 priority countries of UNICEF's Global Programme, with a view to identifying strengths and weaknesses in their ability to respond to reports of online child sexual abuse and exploitation. CHI engaged with its Youth Advisory Councils to gain perspective and opinions of young people, as is described briefly below.

In the first phase of CHI LEAP project, CHI undertook a baseline stock take of child helplines in the 17 priority countries (in three of the priority countries, child helplines were non-existent or non-functioning at the time the stock-take was undertaken). The basic tool used was a survey, administered and responded to in writing, with follow up from trained staff to clarify and deepen responses from child helpline management and operational staff on their capacities for handling COP cases. Another key objective of CHI LEAP was to highlight the best practices within the child helpline network, of child helplines who are effectively tackling the issue of child abuse and exploitation online, and inviting them to share their programmes on COP with the target helplines. This led to the contribution of cases studies from nine countries with expertise on COP, from within the child helpline network.

CHI hosted four regional events that brought together member helplines and regional partners to provide a regional perspective to the problem of online CSE as well as providing better understanding of the inter-sectoral work laid out by the UNICEF Global Programme to address online CSE – the CHI LEAP Stakeholder Activation Meetings. The first of these Stakeholder Activation Meetings took place on 18th February 2016, in Cairo, the second regional meeting was hosted by CHI in London on 31st March, the third regional event took place in Asunción on 12th April and the fourth meeting took place on 19th April in Nairobi.

Through a series of panel discussions and presentations, CHI engaged child helplines and their regional partners and representatives from government, hotlines, industry, law enforcement, and those working with victims of sexual abuse and exploitation to dialogue with each other. These CHI LEAP regional meetings created a unique opportunity for key regional stakeholders to share good practices and craft a multi-stakeholder response to online child sexual exploitation and abuse. Individual reports of each meeting were produced, with detailed summaries of presentations and key findings and recommendations.

This report shares data, observations, findings and recommendations from the stock take of the child helplines in the 17 countries, the case studies from the nine expert countries, and the key outcomes of the four regional

events. The information and data gleaned from this project have resulted in an improved understanding of where child helplines stand in terms of their current knowledge, response and referral protocols in relation to combatting online CSEA. The data have, crucially, identified gaps and challenges in tackling cases of online child sexual abuse and exploitation, and signalled clearly the way forward to build capacity, knowledge and operational structures at child helplines around the world.

For further detailed information on CHI LEAP go to <http://www.childhelplineinternational.org/leap/>

Youth Participation at the LEAP Events

Child Helpline International's Youth Advisory Council was launched in October 2014 with six youth representatives from different parts of the world. In September 2015, a European division of the Youth Advisory Council was launched. This Council is currently operational under the 3-year partnership programme with the European Commission. Four members of different European countries were appointed to the European Youth Advisory Council. In July 2016, six members were selected to the first Child Helpline International's Asia Pacific Youth Advisory Council.

The members of the Youth Advisory Councils have been involved in various global and local projects, in accordance with Child Helpline International's vision to include youth's voices in development and decision making processes. This has been a significant first step towards realising Child Helpline International's ambition to become a youth led organisation with children and young people playing a leading role by 2020.

The increased importance of meaningful youth participation justified Child Helpline International's resolution to engage youth representatives during the initial stage of the LEAP project. The rationale behind this decision was that the most sustainable and effective way to discuss issues around ending online sexual exploitation of children and youth is to actively engage with their own unique expertise and listen to their voices.

Three youth representatives took part in the LEAP regional meetings in Paraguay and Kenya respectively – Teryn Heckers from the United States, Evans Munga from Kenya and Faith Zumazuma from Malawi. During these events, the youth shared their perspective on the topics of discussion and advised on activities that could be taken up by States, child helplines and other stakeholders when creating national and global agendas to fight online exploitation of children and youth. The interventions of the Youth Advisory Council members were highly valued by child helplines' representatives, policy makers and partners.

The youth participation highlighted the positive effect of placing young people at the centre of Child Helpline International's structure by granting them the trust and freedom to express themselves, exhibit their skills and gain new ones. The importance of such events for the youth themselves, has been showcased through a number of their own accounts, notably in the short report written by Teryn Heckers, who attended the regional meeting in Paraguay. In her own words, the highlight of the event for her was:

“And I think that’s what I found to be the coolest thing about the LEAP meeting – the meeting was [...] about bringing people together, helping them find a common language to discuss online exploitation of children, and then giving people the space to share their ideas. There were no right or wrong ideas – just space to discuss.”

Child Helpline International is committed to continuing the collaboration and active inclusion of young people during subsequent stages of the LEAP project.

Findings and Observations

Given the diversity of the priority countries* of the LEAP project, it is inevitable that individually these countries do not represent the general trend. However, within all regions there are examples of child helpline best practice and a network of established partnerships. It is important to note that three of the designated countries do not have child helplines (the Dominican Republic, El Salvador and Guatemala).

In the priority countries where child helplines exist, the helplines are at least aware of and receive contacts related to the online sexual exploitation and abuse of children. Even in countries where child helplines did not receive contacts reporting online CSEA, all understood the relevance of child sexual abuse material in their country context.

The nine case study countries and helplines have considerably more experience in both number of contacts and variety of reasons for contacts around CSEA than any of the priority countries. They also have in place referral networks, alliances and partnerships that are crucial to their success in preventing, combatting and confronting CSEA, in helping victims through counselling and in connecting victims and their families to the appropriate response mechanisms such as law enforcement and social services when needed.

In all countries and regions that participated in CHI LEAP, it is evident that there is a direct correlation between the availability of the internet and rise in reported incidents of child sexual exploitation and abuse. However, where internet penetration is highest, we see that the incidence of reported online CSEA is commensurately higher than in countries where access to broadband is less widespread.⁴

Many child helplines in the target nations operate with significant socio-economic challenges. In such circumstances, some helplines lack the institutional robustness to tackle new threats. In some cases, the lack of government leadership, legislation, helplines or hotlines, or empowered law enforcement, increase the potential risks and harms to all children, whether off line or online.

Many of the priority countries have a dominant or a fast growing youth demographic. This demographic is a key driver in the adoption of new technology. Mobile phones have enabled many countries to overcome a lack of broadband infrastructure and enable high-speed internet access to spread more quickly.

In many of the priority countries, online child sexual exploitation is a new and growing phenomenon. Although other reasons for contacting child helplines predominate, it is clear that internet access is acting as an accelerant to a range of crimes against children including child sexual exploitation, abuse and trafficking.

Findings of the Surveys: 17 Priority Countries

- 14 child helplines out of 17 priority countries filled out the CHI-LEAP survey on COP. There were no surveys from Brazil, the Dominican Republic, El Salvador, Guatemala, while 2 child helplines in Madagascar filled the surveys.
- In addition to the categories of Child Sexual Exploitation and Abuse (CSEA) included in the survey, the consultations provided rich insights on the type of risks that children face during their online interactions. Some of the risks mentioned were: online and social media addiction, identity theft, impersonation and harassment through false social media profiles, as part of online peer to peer violence, online grooming leading to kidnapping and trafficking, and access and exposure to inappropriate content including pornography.
- Regarding priority of Child Online Protection (COP) in child helpline operations, 21% of child helplines designated it high priority, for 57% of child helplines this was in the mid-priority range, with COP partly integrated in their strategy and planning, and 29% of respondents reported that they do not yet have concrete plans around COP, but recognise it as an important topic.
- The child helplines' knowledge of their respective country's legislation on COP varied significantly, with some being involved in providing inputs towards the drafting of country laws and others having more limited knowledge or engagement in such processes. Some child helplines mentioned that their country has either no specific legislation, or has an inadequate law currently addressing COP, while others reported that government is recognising online protection issues as an emerging trend and is drafting legislation to address this. On a scale of 1- 5 (five being the highest), most child helplines self-ranked themselves between rankings 2 and 3 for cooperation with referral networks on COP. Many have strong referral networks on child protection, but do not yet have formalised agreements on COP specifically.
- Most child helplines and their staff have had some level of basic orientation and training on COP issues. However, in order to equip themselves to adequately handle cases of COP, they need advanced training on call response, counselling, case management, victim identification and support and legal knowledge, and are keen on exchanges with expert child helplines, manuals, and protocol models.
- All child helplines recognise that awareness raising among children, parents, schools, communities, and the public is crucial to inform target populations that they can also reach out to their child helplines on online issues. Currently online child sexual exploitation and abuse incidents are often under-reported, especially by children.
- Most child helplines do not have protocols for how to handle and refer cases of online abuse and exploitation, and are using their standard procedures which do not necessarily adequately address online issues. Many child helplines report a lack of national mechanisms, protocols and trained service providers, limiting their efforts to address CSEA cases.

*Albania, Algeria, Brazil, the Dominican Republic, El Salvador, Guatemala, India, Jordan, Kenya, Madagascar, Montenegro, Namibia, Paraguay, the Philippines, Serbia, Uganda and Viet Nam.

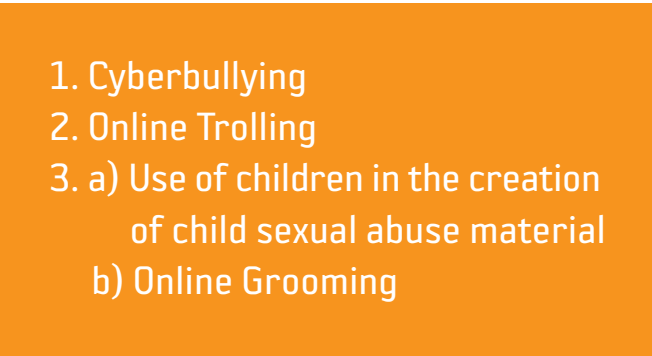
Child Helplines'

Comments as to why Children and Young People Might Not Contact Them on Issues Around Online Abuse

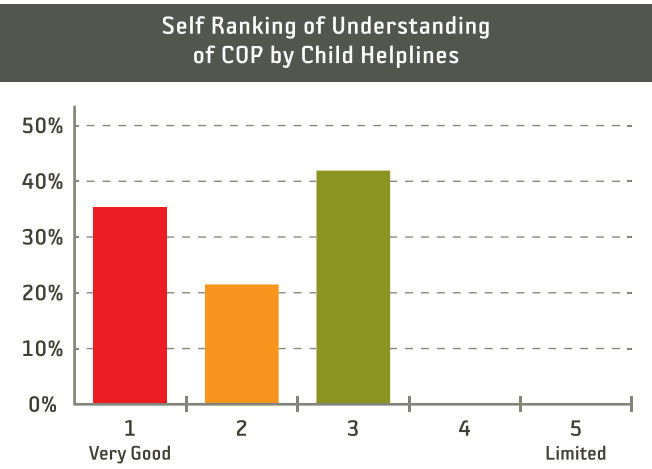


Data from CHI-LEAP Surveys

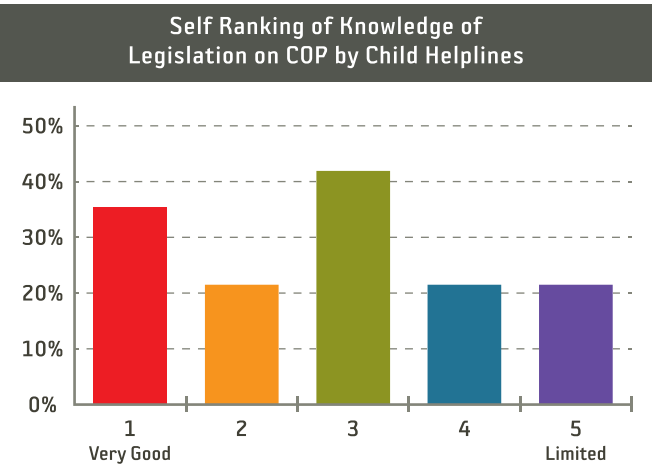
1. Top 3 reasons for contacting child helplines around online abuse and exploitation



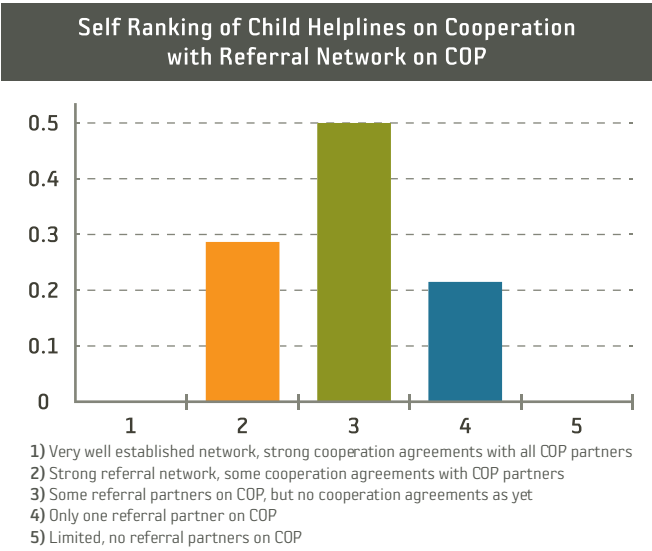
2. Understanding of child helplines of online protection issues



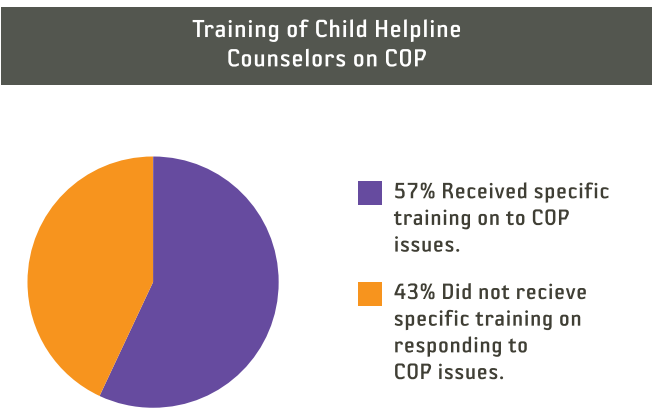
3. Knowledge of child helplines on Legislation on COP



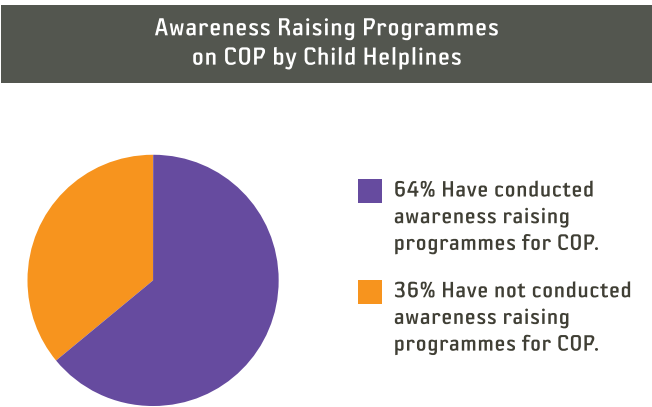
4. Child Helplines' / organisation's referral network related to COP



5. Training of Child Helpline Counselors on COP



6. Awareness raising programmes on COP by Child Helplines



7. Child Helplines Identify their Priority Issues

Albania	Cyberbullying	Online Trolling	Child Online/Social Media Addiction	Sexting	Online Gaming
Algeria	Cyberbullying	Sexual Extortion	Online Trolling		
India	Sexual Abuse	Trafficking	Child sexual exploitation material	Harassment/ Bullying/Fake Profiles	Grooming
Jordan	Children being involved and being exposed to child sexual exploitation material	Cyberbullying	Sexting, Sexual extortion	Online Grooming	Online Sexual Harassment
Kenya	General access to internet and to possible dangers	Addiction to Masturbation	Access to Pornography	Sexual Abuse by online friends	
Madagascar Allô Fanantenana, Ligne 511	COP	Online Sexual Exploitation of Children	Online Grooming/ Online Sexual Predation	Sexual extortion	Online Sexual Harassment
Madagascar Ligne Verte 147	Use of children in the creation of child sexual exploitation material	Cyberbullying	Sexting	Online Sexual Harassment	
Montenegro	Identity theft/Fake Profiles on Facebook/ Peer to Peer Violence	Cyberbullying	Online Pornography	Online Grooming	Online Trolling
Namibia	Cyberbullying	Sexting, Sexual Extortion	Online Sexual Harassment	Online Grooming	Online Trolling
Paraguay	Trafficking, Physical and Sexual Abuse	Sexting, Sexual extortion, Online Grooming	Cyberbullying	Online Trolling	Guidance for safe online use as prevention.
Philippines	Cyberbullying	Online Trolling	Online Sexual Harassment	Sexual extortion	Online Grooming
Serbia	Sexting	Cyberbullying	Online grooming	Sexual extortion	Online Trolling
Uganda	Use of children in the creation of child sexual exploitation material	Children being exposed to child sexual exploitation material	Trafficking	Online Grooming	
Viet Nam	Cyberbullying	Kidnapping			

8. Some common reasons why children contact child helplines around online safety and abuse

Identity theft and false social media profiles escalating peer to peer violence online.
Peer relations, and blind dates with friends made on social media.
Online grooming leading to physical abuse and sexual harassment, kidnapping, trafficking, sale of child, rape, drugs trafficking.

Findings from Case Study Child Helplines

Child helplines in the case study countries are an essential part of the child protection system and of prevention, support and response to the issue of CSEA. There is a fair diversity in the case study helplines, both geographic and in internet penetration and in income levels. There is diversity as well in population size, in cultural context and in challenges faced.

However, there is a high degree of commonality in the good practices the case study child helplines bring to the conversation. The surveys and interviews conducted with them show that all are organisations of long standing, are well embedded in society, well known to children and adults as sources of help, support and referrals, and that they have extensive referral networks, protocols with law enforcement and others that bolster the effectiveness of their operations. Agreements and established protocols with reporting hotlines, law enforcement and other referral partners are especially critical elements of child helplines' operations when online CSEA is involved.

All the case study child helplines also have robust and effective screening, training and on-going training of helpline staff as well as management, which are key to sustaining child helplines as a trusted sources of information and support for children and young people. Robust data capture, collection, management and analysis are also hallmarks of the case study child helplines. These are essential for good reporting, but also for effective advocacy and outreach.

Some of the case study child helplines, especially those from high income, high internet penetration countries, have extensive outreach to children and adults specifically on the issue on online safety and abuse. All of the case study helplines asserted that the constant updating of knowledge around the rapidly changing online world and how it affects children is another crucial element in providing effective support and response in cases of online sexual abuse.

Findings/Observations from the Four Regional Meetings

Middle East & North Africa

Cairo

The MENA Regional Meeting held in Cairo highlighted a number of significant regional trends, and participants felt strongly that there should be a common regional approach to the issue of CSEA and COP. It was stressed that online abuse and exploitation often cross country boundaries and thus need to be dealt with through a regional (and where applicable, international) approach.

It was clear that identifying the right terminology, not just with CSEA but online safety in general remains problematic and needs to be resolved.

The data collected by child helplines on issues related to online child sexual exploitation and abuse can be used for the creation of awareness raising campaigns directed not only to children and youth but also to parents. A general understanding is needed that with increased internet coverage, children are proportionately more at risk of being victims of online abuse. Informing policy makers and stakeholders of the pressing urgency of addressing the issue of CSEA, including online abuse and exploitation, with actions and respective changes in policy is essential.

Central & Eastern Europe, CIS & Asia

London

The Regional Meeting held in London included representatives from European and Asian child helplines.

A general comment that is relevant to all child helplines but that was specifically addressed during the London meeting is that the child helplines often have to face the conflict between the pursuit of having the perpetrator convicted and the emotional trouble that this may cause to the child. Child helplines emphasised that the best interest of the child must be the core priority, which sometimes challenges investigation procedures.

Participating child helplines from the European Region made the following observations:

- Child helplines already have a resourcing issue and struggle to answer every call, and are looking to work with mobile operators, governments and others as potential resource providers for operational support.
- Child helplines in this region are witnessing a generational divide between parents and children in the use of digital technology platforms and services, and parents are concerned about children's safety online. Child helplines have to devise ways for working with both parents and children, to empower them to seek help for online safety issues.
- Capacity building and training materials for counsellors were very much in demand and such resources developed by the Polish helpline were sought after by the helplines in Europe.
- Child helplines in this region would like to invest more in developing information resources on their websites, for directly connecting children and parents, to helpful web based resources.
- Child helplines discussed that there is often confusion related to the difference between a helpline and a hotline and shared a great example of cooperation between helpline and hotline in Poland, run by separate organisations, who discuss cases in bi-monthly meetings and occasionally do joint advocacy campaigns. As per Polish law, child sexual abuse content has to be forwarded to the hotline, but the helpline can directly follow up on the case and plan their intervention.

The Asian region, represented by Viet Nam and the Philippines, shared its findings summarised as follows:

- Child helplines in this region want to tap opportunities to work with the private sector, such as telecoms and technology companies to strengthen their online safety projects.
- Child helplines in this region rely on their strong outreach models, where outreach workers regularly meet children face to face in different areas and child helplines in this region believe it is important to reach children who still might be offline through direct outreach.
- Child helplines in this region are reporting a trend of perpetrators using the internet as a tool to further target children by grooming them for sexual exploitation, trafficking and kidnapping and see merit in strengthening cross border cooperation between child helplines and regional networks in South Asian and ASEAN countries.

Observations and comments from other stakeholders:

- Complexities of self generated and peer to peer content: Helplines discussed this issue with practitioners. Even if children are self-generating inappropriate content, it often has elements of coercion, blackmail, fear and peer pressure. Society as a whole is also responsible for societal grooming and normalisation of the sexualization of children.
- Child helplines have to work with children who might be exhibiting disturbing behaviours and might be on the verge of offending, as a protection issue and not criminalise children. Early preventative work is key and the UK helpline stressed that this has to be addressed as a public health issue.
- Some great examples were shared, such as the Internet Watch Foundation working with the National Society for the Prevention of Cruelty to Children (NSPCC) in trying to get self generated content removed, the Marie Collins Foundation working on guidance tools for law enforcement to treat cases like sexting largely as child protection cases, and the Polish helpline trying to address situations where the Polish law criminalises children who have self generated inappropriate content.

The Americas & The Caribbean

Asunción

There is a need to review and enhance the response protocols that address violence, abuse and sexual exploitation of children online, which some countries already have in place, and define a path of care and protection, identifying and involving all relevant stakeholders.

- Children and adolescents themselves must lead the way in awareness raising. Youth participation is key.
- It is important to think of a regional network of child protection because these crimes transcend borders; a regional helpline could be considered; alternatively, ways could be explored to expedite care and protection responses between countries, mainly among those sharing borders.
- There is a strong desire not to lose touch and not to lose the heightened interest and awareness among the participants. The commitment of each is to retain the ability to contact one another, the communication and coordination at local and regional level attained is considered essential.
- Countries that do not have a child helpline pledged to mobilise resources to develop and sustain the service. For countries that already have a child helpline, visiting a child helpline and seeing its operations (visit to Fono Ayuda of Paraguay) was very helpful. There is commitment, partnership and support from CHI to strengthen and support these processes.
- The regional spaces for reflection and work were very rewarding. The network must be strengthened and contact must be maintained. Good practices should be permanently socialised at the regional level, to optimise resources and minimize failures.

Sub-Saharan Africa

Nairobi

As in the other regional meetings conducted by CHI under this LEAP project, participants emphasised the necessity of developing national protocols and partnerships to tackle online sexual exploitation of children; it also pointed towards embedding COP with existing child protection services to address violence against children and gender based violence.

The meeting identified child helplines as one of the key actors in the fight against online child sexual abuse and exploitation and encouraged the establishment of reporting mechanisms for child sexual abuse material and illegal online conduct. The meeting highlighted the need for developing relevant skills and competency of the helpline staff to respond to the specific needs of the victims of online child sexual exploitation and abuse. The discussion emphasised the importance of accurate data collection and universally accepted terminology. It also highlighted possible points of intervention to improve child helpline's work in the COP field. Stakeholders and industry agreed on further networking with child helplines in the region and showed a great interest in developing further partnerships.

Recommendations

General Considerations

Child helplines are crucial components of the Model National Response, for victim support, prevention and response to online CSEA. The findings of the report highlight where the successes can be found and where there are gaps. Some of the gaps in the 17 priority countries are indeed large, but the guidance and experience of the best practice child helplines are vital as roadmaps to begin to bridge those divides.

The surveys and regional meetings that underpin LEAP show that there is still much to be done by national governments, both in legislation and enforcement, and by other actors such as industry, civil society and international organisations. While it is outside the scope of this report and project to make general recommendations on matters such as legislation, enforcement, et. al., it must be acknowledged that the lack of such legislation, coordination, child protection policy and its enforcement hampers the work and reach of child helplines in preventing and responding to CSEA.

The recommendations are limited to what the surveys of the 17 priority countries revealed, to the findings from the nine case study countries and child helplines, and to the outcomes of the four regional meetings, which brought together actors from governments, industry, international organisations including UNICEF, civil society and child helplines.

Recommendations Arising from the Surveys: 17 Priority Countries

1. There is an urgent need to build the capacity of child helplines to tackle online child sexual exploitation and abuse. As internet access becomes more widely available in these priority countries, child helplines can anticipate and do much to thwart the growth of child online abuse. They can act as an early warning system and vital referral mechanism not just for cases of online sexual exploitation but other online violence and abuse.

This capacity building should focus on the following areas:

- Training for child helpline counsellors on the terminology and taxonomy of online CSEA and other online abuse as well as ongoing training on online issues and platforms in general, including the use and abuse of the internet, social media, websites, etc.
- Training for child helpline counsellors on decision trees for referral and possible intervention on cases of online CSEA
- Training for child helpline counsellors on call and contact response to online CSEA, from counselling to intervention
- Training for child helpline staff at all levels, from management through to call responders, on data capture, collection, and analysis of contacts received on online CSEA
- Capacity building for communications and advocacy staff to disseminate information and advice to children, young people, and all audiences on the dangers of online CSEA, and promote child helpline services and resources.

Recommendations Arising from the Surveys: 17 Priority Countries

2. Capacity to use all channels of communication for children to contact child helplines, including online channels such as SMS/chat, email, message boards, mobile apps, etc.

- This will require training of counsellors to respond using these channels; i.e., using text rather than voice.
- This will also require technical capabilities and resources for opening and maintaining these channels, to use and service them.

3. Child helplines must reinforce their referral networks and partnerships with networks and entities linked to law enforcement, prosecution, reporting of illegal content online, child protection and others such as industry players. Significant/good practice examples of effective referral and partnership networks should be followed wherever possible.

4. Capacity building for child helpline staff, including top management, in using data and stories collected to inform, advocate, influence and change policy and its enforcement and to build awareness amongst the general public.

Recommendations arising from the Case Study/Best Practice Child Helplines

The previous section on findings from the case study countries contains insights applicable to the 17 priority countries. One of the most obvious is that every country should have a robust child helpline service for its children and young people, and for adults and others to report cases of online and offline CSEA. Of the 17 priority countries, three have no such child helpline. In some of the other countries a child helpline does exist, but may be weak, underfunded and underutilised.

Governments, civil society and international NGOs should ensure that every country's child helpline is appropriately funded and meets the minimum quality standards defined by Child Helpline International.

All child helplines should have effective referral networks to report, intervene, and generally to respond to victims of CSEA as well as to help identify perpetrators. There should be written protocols with some of the referral partners like hotlines where they exist and with law enforcement. Where written protocols are not feasible or desirable, there should be established channels of communication.

Outreach and dissemination are key to the success of child helplines in engaging with children and young people and in ensuring that they are a trusted source of information and counselling. Child helplines should be sufficiently robust to support such outreach and to cope with the outcome of successful campaigns that often result in an important increase in contacts to child helplines.

Recommendations Arising from the Regional Meetings

The observations detailed in the previous section on findings are self-explanatory; however, it is worth highlighting some of the common themes from each of the four regional sessions:

- The regional approach, with its shared contexts, language, culture and other factors, is valued by all stakeholders, including governments and industry. The cross-border nature of online CSEA argues strongly in favour of a regional approach to the issue. The establishment of regional networks should be considered.
- Engaging with all stakeholders on the issue is essential: governments, law enforcement, INGOs, industry, civil society and inter-governmental agencies' participation and engagement must be fostered by the principal actors.
- Child Helpline International is a key convenor/engagement partner for the regional approach and in bringing together the diverse actors that are crucial for child helplines to gear up to address and respond to the issue of CSEA and the protection of children online. In this respect the partnership with UNICEF was instrumental in bringing the lead actors together and in working collaboratively with different stakeholders to identify and solidify their role in preventing and tackling online CSEA.
- The model of case study helplines engaging with target country helplines in face to face meetings should be continued and encouraged.

CHI's Partnership with Industry

On 20 November 2014, on 25th anniversary of the UN Convention on Rights of the Child, the GSMA signed a memorandum of understanding with Child Helpline International (CHI) to work together to protect young people and promote the right to be heard. It is an excellent example of how a partnership to help support relationships between national mobile operators and their in-country child helplines, can help foster great collaboration and promote the safe and responsible usage of mobile phones and the internet by children.

It is important too, to acknowledge that partnerships between telecommunications providers and child helplines are not new and the GSMA and CHI have harnessed the experience generated by both these longstanding relationships and new initiatives to create a 'practical guide' for other mobile operators and child helplines looking to replicate their success: <http://www.gsma.com/publicpolicy/myouth/childhelplines>

Indeed, as far back as February 2008, mobile operators had the foresight and vision to seek to help stem and ultimately reverse the growth of online child sexual abuse content. The Mobile Alliance Against Child Sexual Abuse Content was founded by an international group of mobile operators with the GSMA to work collectively on obstructing the use of the mobile environment by individuals or organisations wishing to consume or profit from child sexual abuse content.

http://www.gsma.com/publicpolicy/wp-content/uploads/2015/10/GSMA-The-Mobile-Alliance-Against-Child-Sexual-Abuse-Content_Oct-2015.pdf

More recently, in May 2015, the GSMA and CHI co-hosted a two-day workshop for mobile operators and the child helpline community at the GSMA London, as well as hosting CHI LEAP's WePROTECT regional meeting in March 2016. Ongoing sponsorship and operational support include:

- In Algeria and the Democratic Republic of Congo, the mobile operators have joined together to enable free-of-cost calls to the national child helplines
- Working with UNICEF and the Ministry of Social Welfare, Grameenphone is extending the reach of Child Helpline 1098 to a number of additional regions in Bangladesh.
- Mobile operators in Costa Rica have formed a permanent working group with PANI, which runs the 1147 child helpline to manage collaboration on an ongoing basis.
- Mobile operators in Brazil and Nicaragua have used SMS messaging to raise awareness of the services offered by their national helpline partners.





Part Two

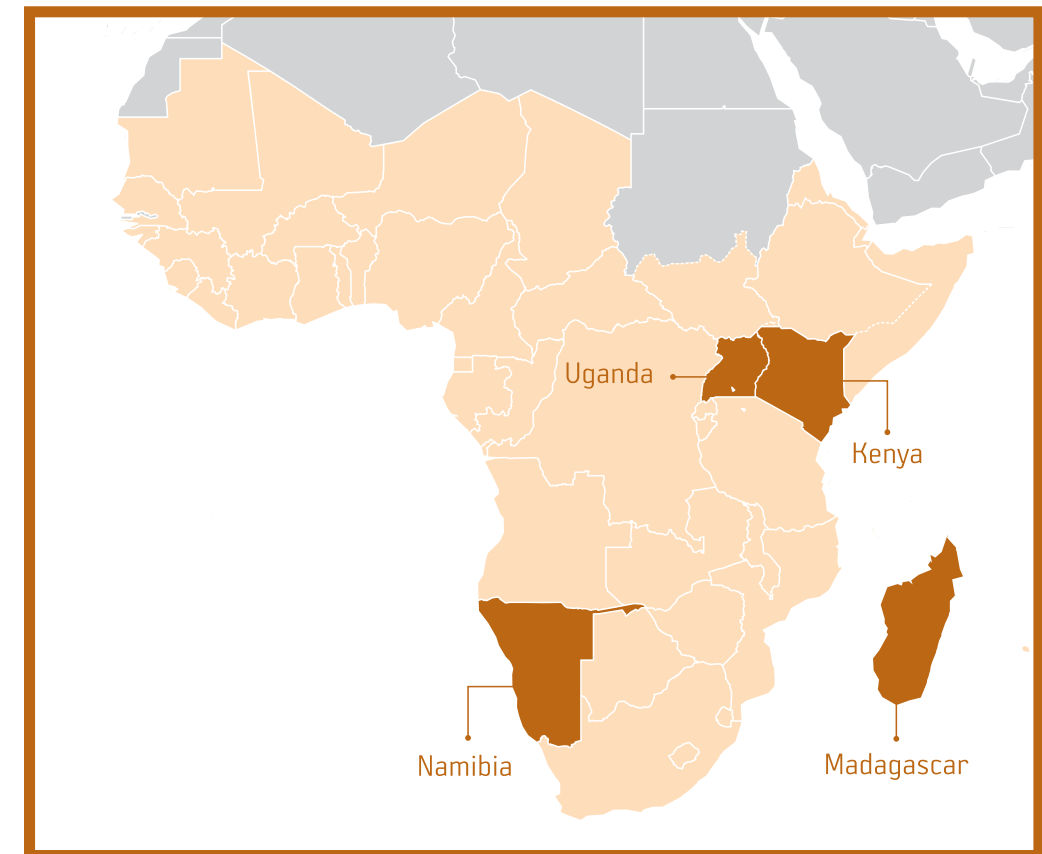
—Sub-Saharan Africa—

Regional Profile

Child helplines in the Sub-Saharan African region are beginning to see escalation in calls for online child sexual exploitation. Overall however, the highest levels of calls are for cyberbullying followed by sexting and online sexual harassment.

Child helplines in the African region report that, culturally, sexual matters are not discussed openly in the African setting. It would therefore take a lot of courage for children themselves to report such cases, since there is a lot of stigma associated with sexual activities. This can have significant negative consequences on the child's future relationships, including marriage.

Sub-Saharan African child helplines believe that there is a much larger prevalence of CSEA than is being reported. Very few children are willing to report incidences of online sexual abuse. Helplines would value and support much greater public awareness. This would enable helplines to ensure that baseline data collection is a more accurate reflection of the real and growing prevalence of CSEA.



© Map No. 4170 Rev. 14, United Nations August 2016
This map does not reflect a position by UNICEF on the legal status of any country or territory or the delimitation of any frontiers

The first phase of CHI-LEAP initiative, the collection of baseline data on COP from child helplines, was conducted via surveys, with follow up by Skype. Child helpline organisations such as Childline Kenya, Ligne Verte 147 and Allô Fanantenana - Ligne 511 from Madagascar, Lifeline/Childline Namibia, and Sauti 116, Uganda participated.

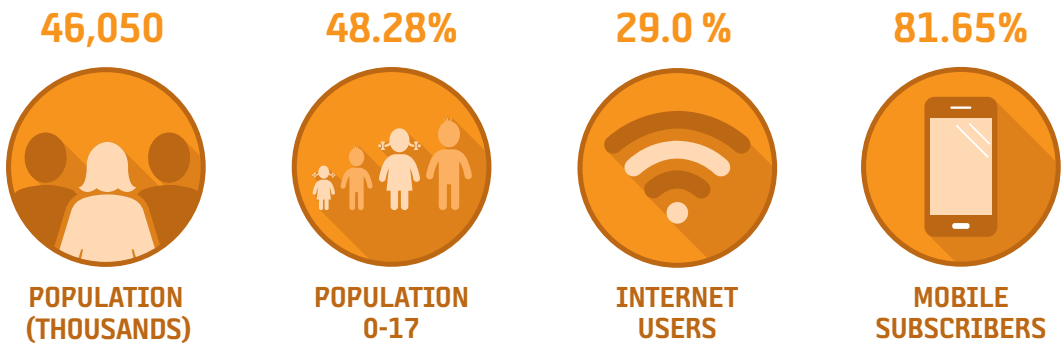
Target and expert child helplines from Sub-Saharan Africa converged in Nairobi on 18th and 19th April, for the fourth Regional Stakeholder Activation Meeting and along with key COP stakeholders including UNICEF, Government representatives, Telecom, and NGOs, discussed the various initiatives on the ground on COP, as well as gaps and capacity building needed in order to successfully tackle online child sexual exploitation and abuse.

For more details, refer to the Regional CHI – LEAP Stakeholder Activation Meeting, Nairobi report⁶

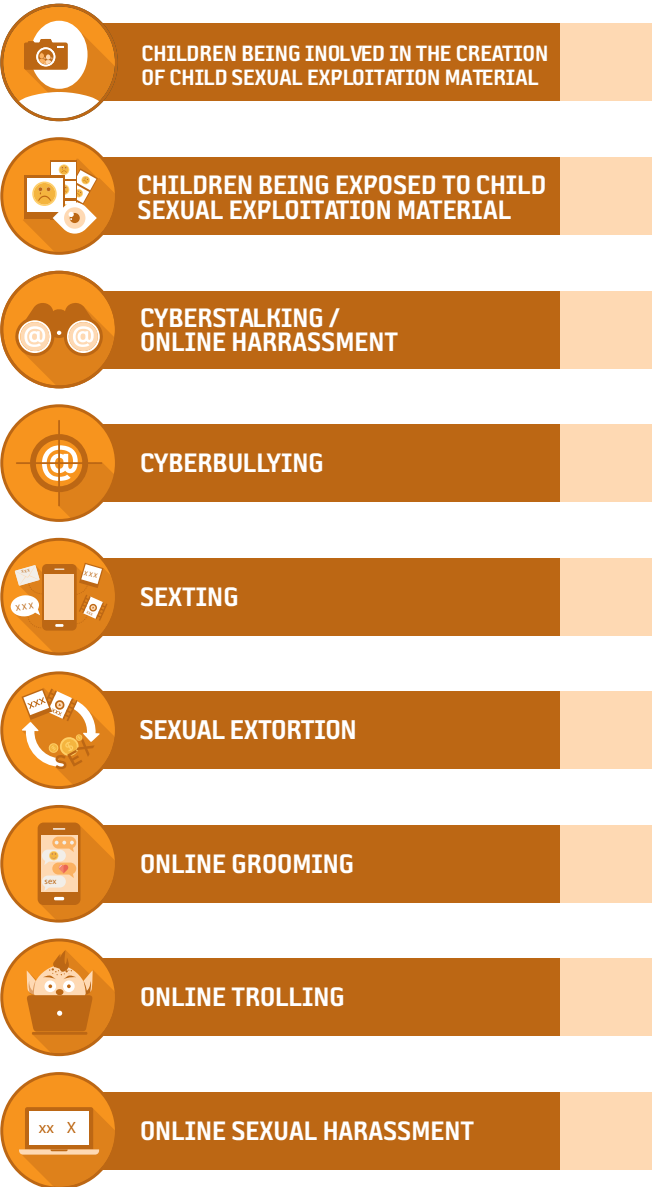
Kenya



Country Statistics⁴



Reasons for Contacting Child Helplines



In 2015, Childline Kenya participated in a National Campaign to stop Child Online Abuse launched by the Government of Kenya through the Communication Authority of Kenya. The campaign was dubbed Be the Cop. Be The Cop Campaign highlights the role that parents, guardians and teachers need to play to protect children online and provides information on avenues of reporting, if a crime of online child abuse or exploitation is committed. The campaign has worked as a catalyst forming a network of groups working on COP and providing them with a framework to work together on the issue. The campaign has started to spur discussion among the public, and creating more awareness on COP.

For more information on the Be The Cop Campaign, please visit their website: <http://www.ca.go.ke/childonlineprotection/index.php/about-cop>

“Many of the instances where children present us with indication of exposure to internet and therefore a world of opportunities and threats, is when they call to seek information about certain sexual orientations and sexual activity like masturbation. Though seemingly harmless at first, it might be a red flag that the child might be exposed to some inappropriate content. Such cases therefore should be handled carefully to get to the root of the issue and also to build the confidence of the client to contact the helpline in case they are in trouble.”

Child Helpline Staff

Child Helpline Overview

The NGO Childline Kenya runs the operations of the Child Helpline 116 on behalf of the Department of Children Services. The operations are supported by UNICEF, Plan International, Save the Children among others. In 2010 Childline Kenya expanded their 24/7 operational, toll free National Child Helpline 116,⁷ to offer online chat and counselling services. They also scaled up the outreach programme to raise awareness of child abuse and children’s rights. Childline Kenya staff have the means to report child sexual abuse material by sending the report link to relevant hotlines provided by Google Security Settings. However, they have not had to use this as yet. Although the forms of online sexual abuse indicated by CHI survey are not commonly received by the Child Helpline 116, there are other forms of online violence that are reported to them. These include cases where children are exposed to nudity or pornography passively in video dens. By the time they call the helpline, they are usually fighting an addiction related to it, for example masturbation. Issues that are not previously identified and categorised are thus hard to deal with.

Childline Kenya currently deals with online CSEA within the broader context of cases such as offline sexual abuse or trafficking. The helpline encourages the public to report cases via its online chat platform and other means of social media, linking them to relevant support networks and further provides counselling services, case management and referral to other partners. There is need to develop standard operating procedures for handling reported cases and strengthening the response of the referral partners. A practical guide for referral of online child abuse cases is currently being developed with financial and technical support of UNICEF, the Department of Children’s Services (DCS) and the Communication Authority of Kenya.

Reporting and Referral Relations

Childline Kenya operates the national 116 Help Line under a Memorandum of Understanding with the DCS of the Ministry of East African Community, Labour and Social Protection and works in close partnership with UNICEF. In addition, Childline Kenya works with a range of referral partners such as Cradle, Kenya Film Classification Board, Communication Authority of Kenya, Criminal Investigation Unit of the Kenya Police, and the Teachers Service Commission. Watoto Watch Network (WWN)⁸ a Kenyan NGO, is taking the lead in raising awareness on COP by implementing informative and

sensitisation programmes in schools. It also coordinates Safer Internet Day in Kenya. In 2013, UNICEF conducted the study: *A (Private) Public Space, Examining the Use and Impact of Digital Social Media Among Adolescents in Kenya.*⁹

“We know (or think) these problems take place but we have not received calls yet, we believe more reporting will happen, once more awareness is raised. Many children may not realise, they are being taken advantage of, while some of the ones who know they are being taken advantage of may not know the available avenues to report their concerns for support.”

Child Helpline Staff

Legislation

Specific legislation on cybercrime is enacted through the Information and Communication Act¹⁰ and specific legislation and regulation related to cybersecurity has been enacted through the Information and Communication Act (Amended)¹¹. Specific legislation on child online protection has been enacted through the Sexual Offences Act¹² and the Information and Communication Act¹³. The Children’s Act of 2001¹⁴ is currently being revised, and is expected to include relevant clauses related to child online protection. For more details on current legislation on child sexual abuse material, please refer to ICMEC’s Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

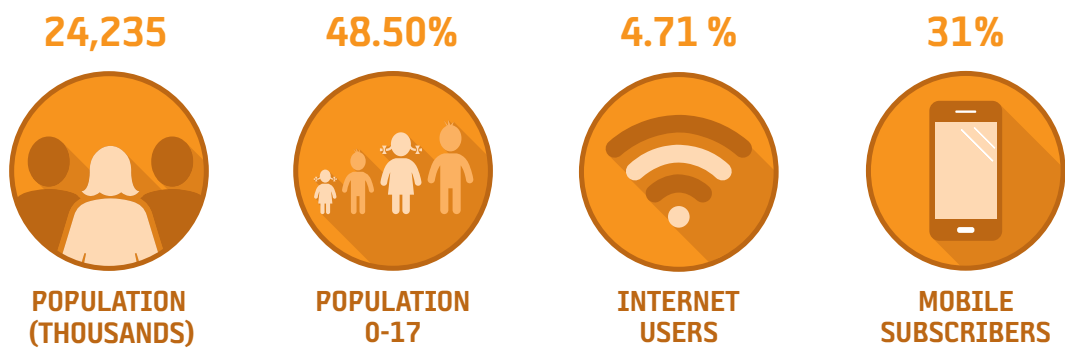
Childline Kenya will raise public awareness around COP issues to encourage more reporting of online CSEA and sensitize children on the impact of such acts, as they may not identify themselves being abused and consider it as normal. Through support from UNICEF and Plan International, Childline Kenya is developing specific awareness programmes on COP in partnership with the DCS. This includes training of parents on aspects of online safety and providing internet educational content materials to children and caregivers. UNICEF is currently supporting Childline Kenya in the capacity building of counsellors with legal training, counselling skills, case management, victim support, and working on standardizing response and referral. Childline Kenya is also currently reviewing their call management system and guidance for counsellors.

At the time of writing of this report, Childline Kenya was not yet collecting data on these categories

Madagascar



Country Statistics⁴



Reasons for Contacting Child Helplines



147 is a national helpline available 24/7 from all the telecoms providers in Madagascar. The service, run by the Police department, operate from a call centre set up at the Antananarivo Urban Council in Tana. Since 2016, UNICEF, the Police department and the Antananarivo urban council decided to collaborate and to improve the service of the helpline by setting up a website <http://www.arozaza.mg> to provide online services to children and youths in need of care and protection.

Child Helpline Overview

Ligne Verte 147 is run by the Central Service of the Police of Morals and Juvenile Protection. The helpline states that all cases of online child sexual abuse and exploitation are referred to the police and gendarmerie for investigations and prosecution. Perpetrators are increasingly using mobile phones and social media to harass victims, and even though the helpline does not have standard protocols as yet for cases of online harassment of children, they usually counsel the children, and forward such cases to the appropriate police department. Counsellors are well trained on online counselling, communication and child protection.

Reporting and Referral Relations

The helpline is referring cases of online abuse and exploitation to the police and gendarmerie. Under the

UNICEF Global Programme, UNICEF has supported the Ligne Verte 147 to address COP including through online information and reporting for children and youth. In collaboration with the Ministry of Population, Social Protection and the Promotion of Women, UNICEF has also supported the hotline to strengthen its referral mechanism for example through establishing a directory (list) of partners for the provision of legal, medical and social services.

Moreover, specialized cybercrime units through the Child Protection Unit (PMPM) by the Ministry of Security Public and the National Gendarmerie were created and equipped with technical capacity on logistics and ICT such as servers, software and ICT tools. Their main role is not only to investigate online child sexual exploitation and abuse cases but to the identify victims. Also the Central Service of the Police of Morals and Juvenile Protection, which provide staff to the child helpline, organise awareness sessions for students in public and private institutions on the rights and protection of children as well as on COP.

“Even though reporting of CSEA offences is still low, the child helpline staff run by police and social workers attach great importance to each incoming case, giving the best advice, care and services to the victim”

Deputy Chief, Central Service of the Police of Morals and Juvenile Protection

Legislation

Specific legislation on cybercrime has been enacted through Act 2014-006 on the Fight against Cybercrime.¹⁵ Madagascar does not have specific regulation and compliance requirement related to cybersecurity. Specific legislation on child online protection has been enacted through Articles 330, 346 and 347¹⁶ of the Criminal Code. The helpline reports that the legislation is not currently sufficient to address COP issues. For more details on current legislation on child sexual abuse material, please refer to ICMEC’s Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

Currently there is a lack of awareness and sensitisation of the topic, the issue being a new one in the country, and there is no public awareness of the legislation. Before

starting large scale awareness raising, the helpline has to train its counsellors, and will be organising a training on cyber-criminality, and protecting children online. They would also like to be trained on how to work with schools and parents and on awareness raising.

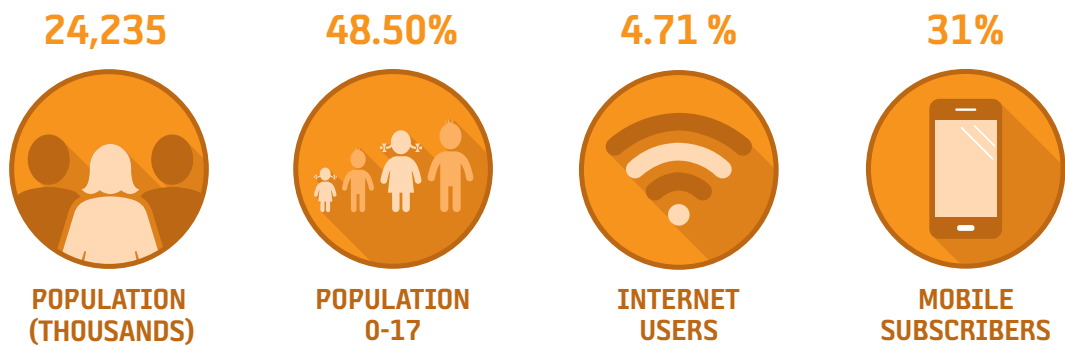
In this start-up phase child helplines would also like to learn from the best practices and experiences of child helplines across the wider CHI network. Ahead of this, under the WePROTECT initiative, and supported by UNICEF, Ligne Verte 147 will be implementing a range of activities including raising public awareness, collecting and reviewing data, signing agreements with new referral partners and developing direct and online victim-centric services. They also want to develop more robust procedures and protocols. Ligne Verte 147 stressed the importance of familiarising the community with COP terminology, so that they can identify the issue, know their rights, and take appropriate decisions.

It will be crucial to maintain strong commitment from all actors involved in addressing child online protection including Government counterparts, police, gendarmerie, lawyers, social workers, ICT industry, civil society organizations and NGOs. Strengthening the reporting mechanism to better handle cases of online child sexual exploitation and abuse using Child Helpline 147, along with continuous training and capacity building for judicial police officers in the Specialised Unit on Cybercrime to block and remove child sexual abuse material online, will be key.

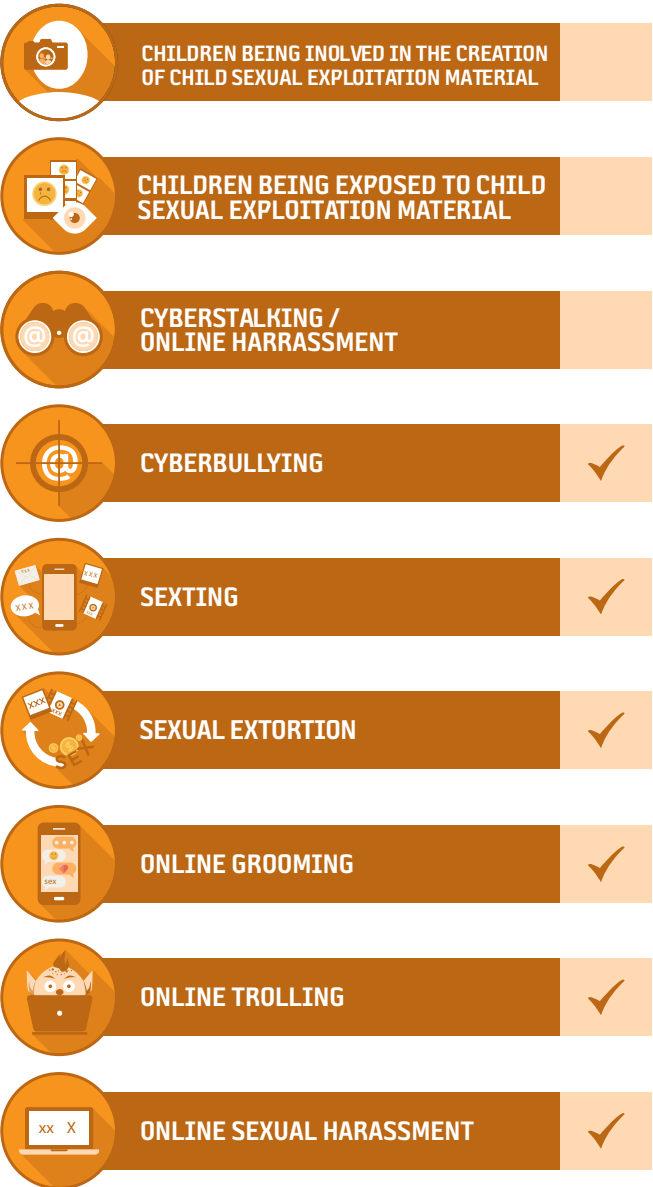
It will be essential to ensure effective implementation of existing legal framework on Cybercrime and Child Protection, maintain and develop the national database and effectively monitor online CSEA cases. Equally important will be to continue capacity building of child protection actors with the support of UNICEF to address online CSEA, while enhancing community awareness of and demand for COP services. Finally, study to be conducted on children’s and youth’s use of Internet to analyze trends, root causes/drivers and effective interventions on online child sexual exploitation.

Madagascar

Country Statistics⁴



Reasons for Contacting Child Helplines



Allo Fanantenana is a national helpline run by Association Sera Sera from Antananarivo. The aims of the helpline is to inform, listen, support and orient children and youth in need of care and protection. The service is available nationwide, free of charge, Mondays to Saturdays, 8 to 18 at 511 number. The service is supported by the Ministry of Youths affairs and by UNICEF Madagascar.



Child Helpline Overview

Allô Fanantenana, Ligne 511, operated by Association Serasera Fanantenana, is a phone counselling service for children at risk. Currently no cases of online sexual exploitation have been reported, but the helpline has started receiving contacts for different kinds of online harassment. In such cases, the helpline counsellors listen to the child and provide counselling and promote life skills in children such as self-protection. However they do not have a response and referral protocols to address these cases.

Reporting and Referral Relations

The helpline is not yet active on the internet and their partnership with telecoms providers in the country is currently for phone calls only. The child helpline started working with UNICEF country office in February 2016, under the WePROTECT project, to develop concrete services for COP in the near future.

Legislation

Specific legislation on cybercrime has been enacted through Act 2014-006 on the fight against Cybercrime.¹⁷ Specific legislation on child online protection has been enacted through Articles 330, 346 and 347¹⁸ of the Criminal Code. The helpline reports that even though there were not involved in the drafting of the cyber

criminality law, they are still aware of its components. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

"COP is still a new phenomenon in the community, children are rarely coming forward with issues of COP. Internet usage of Malagasy children is still quite low, since internet is not that freely available in Madagascar, and there is also a lack of information, terminology and sensitisation on this issue. Many people do not know such practises of child exploitation exist."

Child Helpline Staff

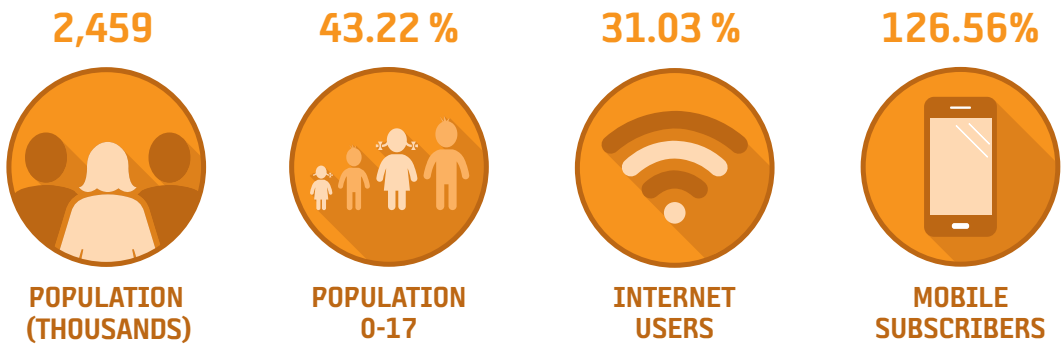
Next Steps

As the use of internet and new technologies increases, COP is becoming a more crucial issue in Madagascar. Children are already gaining access to the internet and using social media. With support from UNICEF, under WePROTECT, the helpline wants to expand ways of contacting via SMS, Internet and Chat services. The helpline would like to build the skills and knowledge in a number of areas including online sexual exploitation of children, online grooming/predation, sexual extortion and online sexual harassment and broader child online protection issues. Child helpline counsellors are well trained on child protection and counselling but are constrained by the lack of knowledge about online issues and skills to deal with them.

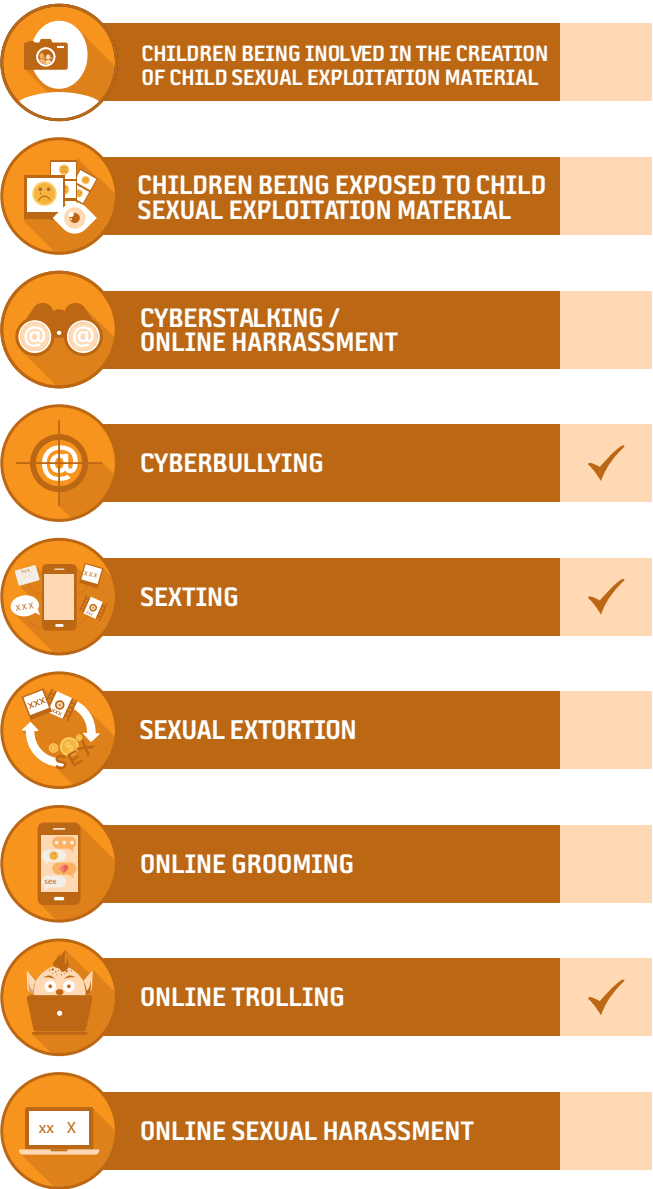
Supported by UNICEF through the WePROTECT initiative, the helpline will also be starting a sensitisation campaign on online safety. The helpline also wants greater emphasis on the prosecution of perpetrators, providing a safe online environments for children, and the capacity to better address the legal issues surrounding COP cases.

Namibia

Country Statistics⁴



Reasons for Contacting Child Helplines



In 2016, as part of the UNICEF Global Programme,¹⁹ Namibia made an urgent call to action²⁰ and agreed on greater effort and innovation to identify and address child sexual abuse taking place online – globally and in Namibia. The conference was attended by representatives from UNICEF, Technology Industry, GSMA Africa, the Communications Regulatory Authority of Namibia (CRAN), Film and Publications Board (South Africa), Ministry of Justice, and other line ministries. The police, Child Helpline Namibia, INHOPE Foundation, Centre for Justice and Crime Prevention, the Children’s Ombudsman, and the Namibia University of Science and Technology and civil society organisations. The Ministry of Information and Communication Technology (MICT) presented key components of the draft Namibian Electronic Transactions and Cybercrime Bill, which will provide a comprehensive and progressive provision to criminalise child sexual abuse material.

UNICEF shared the work underway in Namibia on building online safety of children such as legal and regulatory reform; strengthening of the 116 Helpline to include child online safety cases; strengthening response by the law enforcement, prosecution and social welfare sectors; and awareness raising with children and parents. Further, UNICEF conducted an exploratory study on children’s behavior online in Namibia, which revealed that only 7% of children reported that they do not use the internet, 68% have seen sexual content they did not wish to see, and 29% had seen sexual content including children. As immediate response, UNICEF is working with the Internet Watch Foundation and Lifeline/Childline Namibia to establish a reporting portal for child sexual abuse material and child sexual exploitation online.

Child Helpline Overview

Lifeline/Childline Namibia offers the national free counselling helpline and SMS service 116 for children, and receives about 20,000 calls a month. The helpline also produces the popular radio programme, Uitani (meaning “We Will Live”), led by children and highlighting topics relevant to children in schools and communities. The helpline has offices in different regions of the country, and assists in referrals to connect with Ministry of Gender Equality and Child Welfare and social workers for further assistance. The helpline staff also work with communities to build safer schools and communities and also raise awareness of their service.

The child helpline has not yet received many calls on online sexual abuse and exploitation, even though they feel that such incidences are frequently occurring. They have had some initial cases of online harassment but do not have specific protocols for online issues. They also do not have the necessary legal know how to educate clients on their online rights. However, more broadly they have a range of proven protocols for counselling children on their rights, and working with the child on their self-esteem. They have not yet developed partnerships with potential referral partners on COP, and think it is vital to build collaborations and establish reporting tools and mechanism.

“We have received 2 cases where the children were exposed on media platforms (Facebook and WhatsApp). However it is difficult to say what category they fall under. The first was between trolling and cyberbullying, the child was being bothered and getting hurtful comments on Facebook from known people. We also got a case on WhatsApp where sexual images were being circulated. This we might pin point as revenge porn, started as sexting but used later as revenge.”

Child Helpline Staff

Reporting and Referral Relations

COP is a new area for Lifeline/Childline Namibia and they are taking steps to building activities on the programme. An initial exposure training has taken place for its facilitators, counsellors and radio producers. In February, 2016, Childline Namibia started working with UNICEF on Child Online Protection and have developed a Memorandum of Understanding with them. UNICEF has supported Lifeline/Childline Namibia to undertake awareness programmes among children, parents and teachers in schools in different regions. The helpline will also explore utilising

its radio station (by and for children) to reach out to the citizens of Namibia on a wider scale. Children will choose topics (such as cyberbullying, sexting, grooming), and discuss them to share their experience and understanding. Currently there is no reporting mechanism in Namibia for child sexual exploitation material, and in the future the helpline Lifeline/Childline, with the support from UNICEF, will enter into a partnership with the Internet Watch Foundation, to establish a local online reporting portal, and aims to expand its database to also accommodate online offences against children. Lifeline/Childline Namibia is also in discussion with different stakeholders such as police and ministries, to establish referral protocols.

“Children may not reveal these issues, because of shame, but also lack of awareness, not knowing it can be harmful or not knowing it is an offence. Some online issues can be very subtle (before you know it, it might be grooming) and it is often difficult to draw the line and know when it is ok and when it is not ok. Sometimes it is also the case a child might be an active participant but once it gets bad they might be ashamed to come forward, element of shame plays a big role”.

Child Helpline Staff

Legislation

Namibia does not have any national legislation specifically pertaining to child online protection. The Child Care and Protection Act²¹ provides for only a limited provision on child sexual exploitation material,²² and hence child online protection will be incorporated in the new Electronic Transactions and Cybercrime bill, being drafted by Ministry of Information and Communication Technology and containing specific provisions on online child sexual exploitation material. This provision will provide Namibia with the needed comprehensive regulation, which will allow for national and international prosecution of offenders. For more details on current legislation on child sexual abuse material, please refer to ICMEC’s Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

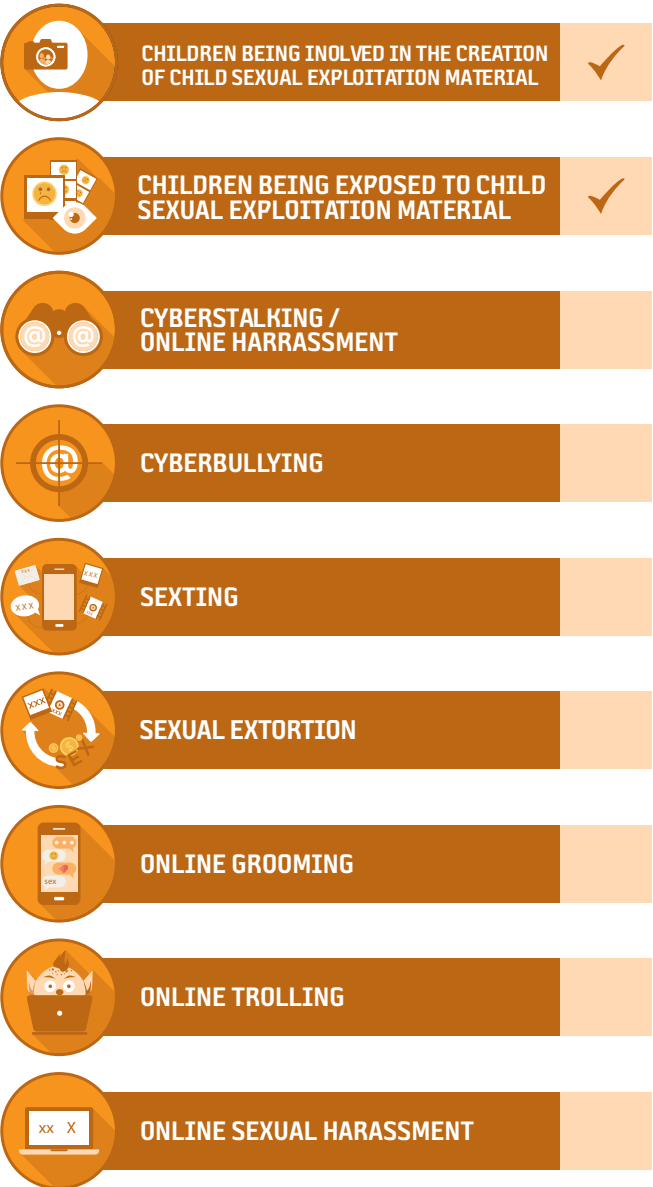
Strengthening of the child helpline to address cases of COP requires capacity building and staff training in counselling and legal issues. It also requires the helpline to work more closely with parents and schools. Priority issues include cyberbullying, sexting, online sexual harassment, online grooming, sexual extortion and trolling. There is good public awareness of the helpline but this needs to be extended to include COP.

Uganda

Country Statistics⁴



Reasons for Contacting Child Helplines



In response to the online sexual abuse of children in Uganda, The National Information Technology Authority (NITA) Uganda has set up the “Child Sexual Abuse Reporting Page” for Uganda, in collaboration with Internet Watch Foundation,²³ which is the UK hotline for reporting criminal online content, and Uganda’s Computer Emergency Response Team (CERT).²⁴ Anyone from the public who comes across child sexual exploitation materials on the internet can report it on the website: <http://report.nita.go.ug/ug>. The portal will help rescue victims, and assist in investigating and prosecuting cyber criminals.

This response mechanisms is part of the multi-sectorial group on preventing online child sexual exploitation, put into place by Ministry of Internal Affairs, with representation from NITA, Uganda Police Force, Ministry of Gender and other civil society organisations, to develop a strategy to counter this new wave of cyber crime.

“Sauti 116 is creating awareness on COP to encourage timely reporting of cases and undertaking awareness campaigns through various social media channels such as WhatsApp, Facebook, Twitter, leaflets in communities and schools, adverts and talk shows on TV and radio, directly talking to schools and governments, police, judiciary and leaders, where many children access internet. There is an increase in number of cases, because people are aware that there is a facility to report such issues.”

Child Helpline Staff

Child Helpline Overview

Uganda’s Child Helpline, with toll free number 116, is operated by the Ministry of Gender, Labour and Social Development. Its technology-based outreach service links children in need to care and protection services. It also provides resources, offering a confidential mechanism through which children can report abuse, including counselling, rescue, health and justice services. The helpline operates through a National Call Center and district action centres, along with a network of referral partners to address the reported cases.

Cases of online child sexual abuse and exploitation and specifically the exposure of children to images depicting other children in sexual poses, are reported through the helpline and immediately passed to the National Coordinator of the Technical Working Group on Online Child Sexual Abuse. This is then reported to the NITA, Uganda Communications Commission and the Police Cybercrime Unit. Where possible, Child Helpline Uganda try to track the person sending such pictures, as well as identify the child victim to ensure his/her safety and support. The helpline has not received contacts on other online risks and there remains a reluctance to report such issues. Nor does the helpline have specific protocols for dealing with online cases or the electronic means to log and manage such cases.

“The child helpline believes children are not calling often to report online abuse, because they maybe embarrassed and humiliated, since abusers try to force them to make more sexual videos by threatening to share an embarrassing picture or video, with their family or friends. Children might not open up due to the psychological impact and loss of confidence that comes along as effects of being abused. Children may not know who to trust since their trust will have already been broken. Sometimes, youth using a lot of internet might see such things as normal, and might have been involved in an online issue since a long time, before realising it is a problem.”

Child Helpline Staff

Reporting and Referral Relations

The Uganda Child Helpline under the Ministry of Gender, Labour and Social Development works with the Ministry of Internal Affairs, the Uganda Police Force, and various

key departments - the Directorate of Public Prosecution, the Internal Security Organisation, the Ministry of Education and Sports and the Ministry of Justice and Constitutional Affairs. The Uganda Child Helpline also works with the Regulatory bodies of internet and telecommunication providers in Uganda - the National Information Technology Authority (NITA) and Uganda Communications Commission (UCC), and international organisations like UNICEF and ECPAT. Uganda child helpline also harbour a strong relationship with civil society organisations for the referral of cases, advocacy and public awareness raising. The helpline is working with individual organisations like - UYDEL (Uganda Youth Development Link) and internet society Uganda²⁵ through its member CSOs. The Ministry of Internal affairs has also started drafting agreements with CSOs to offer emergency protection.

Legislation

Specific Legislation²⁶ on Child Online Protection is enacted through the Computer Misuse Act, 2011²⁷, Section 148²⁸ of the Criminal Code but does not mention explicitly pornography and the Draft of the National Information Security Strategy²⁹ deals with emerging security risks, but has no specific provisions for child online protection. The helpline also refers to the Prevention of Trafficking in Person’s Act³⁰ and the Anti-Pornography Act³¹, that can be used to counter crimes associated with online child sexual abuse and exploitation. Relevant laws should be reviewed and harmonized, and sentencing options should be made stricter and enforced rigidly. For more details on current legislation on child sexual abuse material, please refer to ICMEC’s Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

In 2016, with support from UNICEF, Sauti 116 has been gearing up to deal with COP. Deploying two staff members to work specifically on COP during this preparatory phase, and hosting workshops for child helpline staff, and referral partners - police, lawyers, CSOs and ministries. A number of significant MOUs have been signed. The child helpline, as part of Ministry of Gender is working on an action plan for the next 3-5 years specifically on online issues, partnering up with Ministry of Internal Affairs and Police, Ministry of ICT, IT Authority, Uganda Communications Commission (UCC), Criminal Intelligence and Investigations Directorate (CID).

The Americas & The Caribbean

Regional Profile

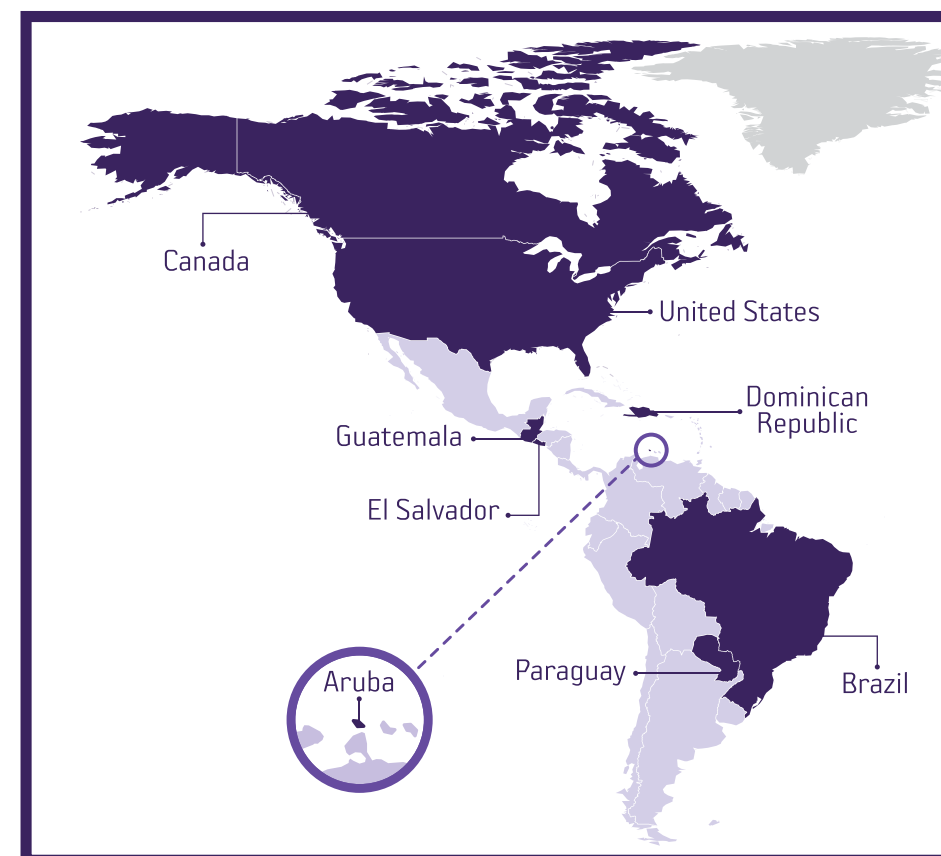
CHI's publication, *Voices of Children and Youth in The Americas and Caribbean*³³, a data compilation of 10 years in the region from 2003-2013, reveals that commercial exploitation of children involving child trafficking and sexual exploitation of children was one of the most worrying trends emerging from data collected in the region, and emerging data also showed contacts on cyberbullying were on the rise.

According to ECPAT International's 2014 study³³ on the Commercial Sexual Exploitation of Children in Latin America, rapid internet growth, while bringing many benefits, has also greatly facilitated online child sexual abuse and exploitation by networks of commercial buyers, traffickers, travelling sex offenders and other sexual predators. As crimes against children enter the online world and expand rapidly, there is need for all countries in the Americas and Caribbean region to establish helplines and hotlines. In this region, gaps and challenges of each country vary; some have already installed a helpline for children, while others have not for different reasons. Countries that do not have a helpline for children need to mobilise resources to develop and sustain a child helpline.

Currently there is need for adequate legal framework for cybercrime as well as comprehensive

protection services for the victims; there are also limitations in human and financial resources. There is also need to expand and adapt response protocols of each country, to include the problem of violence, abuse and sexual exploitation of children online as well as enhance cooperation with various local and regional agencies that have an involvement in online protection issues, including companies providing technology services. (e.g. ISPs sharing information on what online sites are being accessed frequently by target populations). CHI's partnership with GSMA (GSMA have launched the We Care Campaign³⁴) in Latin America (along with other regions), is garnering innovative ways of support for child helplines from mobile operators in the region.

A regional network of protection is essential, since these crimes transcend borders. Regional cooperation is required to expedite care and protection responses between countries, mainly among those sharing borders and it is key to commence work towards expanding and strengthening online protection networks. CHI's alliance³⁵ with World Vision, in Latin America is focusing on strengthening the child protection system through establishing and scaling helplines as well as capacity building workshops of child helplines in the region.



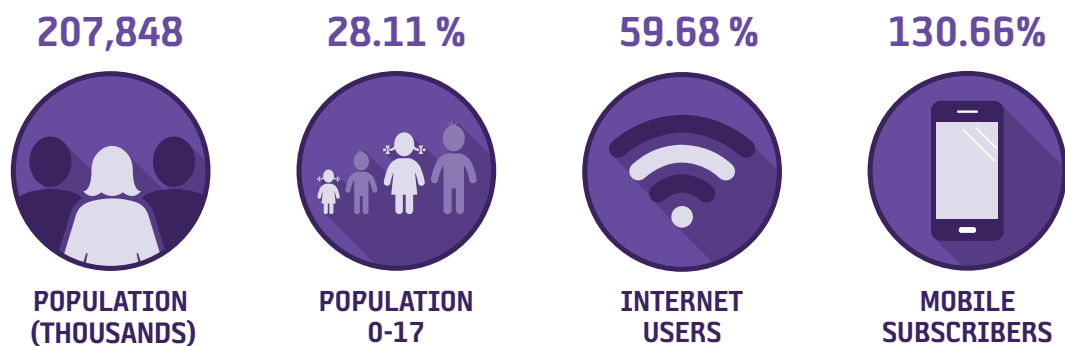
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This map does not reflect a position by UNICEF on the legal status of any country or territory or the delimitation of any frontiers

In the first phase of CHI-LEAP initiative, CHI representatives collected baseline data on COP in the form of surveys, phone conversations and Skype from child helpline staff in the priority countries of Latin America and the Caribbean. These countries are Brazil, the Dominican Republic, El Salvador, Guatemala and Paraguay. The Dominican Republic, El Salvador and Guatemala do not have child helplines as yet. Case studies of excellence were contributed from expert countries of Aruba, the United States and Canada.

The third Regional Stakeholder Activation meeting took place in Asunción, Paraguay and was hosted by CHI in partnership with the National Secretariat of Childhood and Adolescence (SNNA), UNICEF Paraguay and Plan International. The meetings were attended by target and expert child helplines, Ministerial representatives, international organisations, experts, representatives of telecommunications companies and of several local and regional organisations. The objective of the meeting was to bring together stakeholders to better understand their perspective on online child sexual exploitation and create the foundation for greater collaboration in tackling this often complex issue. For more details, refer to the Regional CHI - LEAP Stakeholder Activation Meeting, Asunción report.³⁶

Brazil

Country Statistics⁴



Child Helpline and Country Overview

In this first phase of CHI-LEAP initiative, CHI's members SaferNet³⁷ and 123 Alô³⁸ in the target country of Brazil were unable to participate in the baseline study and share their data on capacity building needs of their helplines to tackle the issue of online child sexual abuse and exploitation.

Brazil is one of the ten largest economies in the world, and faces major challenges to reduce social inequalities in the country. Brazil's human rights record³⁹ has largely improved since the end of the military rule, however children frequently face issues of child labour, child marriage, street children facing violence, sexual exploitation, drugs and begging. ECPAT International's⁴⁰ studies on global child trafficking for sexual purposes⁴¹ as well as the sexual exploitation of children in travel and tourism,⁴² show a high prevalence of both these issues in Brazil. Data⁴⁵ from the Brazil Government's National Disque-Denúncia (Hotline) of the Ministry of Human Rights shows that in 2013, they received 124,079 registered reports on violence against children. Also as per this data by Disque-Denúncia (Hotline), SaferNet Brasil⁴⁴ reported that child sexual abuse material was the most reported criminal content, comprising 49% of 115,645 anonymous complaints of different internet crimes, in 2016. SaferNet Brasil registered 1,825 complaints submitted via the helpline e-mail and/or chat. The second most important complaint

topic after cyberbullying cases, as per the helpline data, is non-consensual sharing of self-generated sexual content.

Brazil is the largest country in South America, the fifth most populous country in the world and globally has the seventh highest internet penetration. According to 2015 data, children and young people constituted the biggest share of internet users in Brazil. With an average of 76% of children between 10 and 15 years old, and 86% between 16 and 24 years old using the internet⁴⁵. Brazil is home to more than one third of all mobile users in Latin America and the Caribbean and mobile penetration⁴⁶ is approaching 140%, while growing steadily.

A national survey⁴⁷ by SaferNet Brazil, highlights evidence indicating that, 46% of Brazilian children and adolescents consider it normal to regularly publish photos online, 30% believe it is normal to publish their full family name, and 34% think it is common to share private information about their daily online and offline habits. Social networking has been found to be the

favourite online activity for 80% of children and adolescents, followed by instant messaging. A 2015 survey on internet usage among Brazilian children, between the ages of nine and seventeen, showed that 40% of them had seen someone being subjected to online discrimination, while 20% had been subjected to online offensive comments.⁴⁸

Reporting and Referral Relationships

Illegal content on the internet can be reported to the national hotline number 100 (Disque 100, in Portuguese). Complaints can be submitted by phone, via a website www.disque100.gov.br (operated in collaboration with SaferNet Brasil) or via a smartphone application, called "Proteja Brasil" (Protect Brazil, in Portuguese, developed by UNICEF and several partners). The application allows users to find the closest child protection institution, it provides basic child protection information, and receives written complaints on child rights violations. Additional information can be found here: www.protejabrasil.com.br. SaferNet Brasil⁴⁹ as a Safer Internet Centre, coordinates actions in relation to child online protection including the National Cybercrime Reporting Center (hotline), a National web-based helpline which offers one-to-one conversation online through chat or e-mail with professional counsellors, and an awareness center that develops educational activities, materials and campaigns, such as the Brazilian Safer Internet Day Campaign which is implemented in collaboration with the Insafe Network since 2009. SaferNet Brasil collaborates closely with various stakeholders, such as UNICEF, the Federal Prosecutor's Office, the Brazilian Internet Steering Committee, the Ministry for Human Rights, and the INHOPE network.

The Federal Police⁵⁰ has a dedicated space to receive complaints at its website, which can also be made by its email address denuncia.ddh@dpf.gov.br. Between 2014 and 2016, the Federal Police and the Federal Prosecutors Office arrested more than 53 criminals for sharing and distributing child sexual abuse material online.^{51, 52}

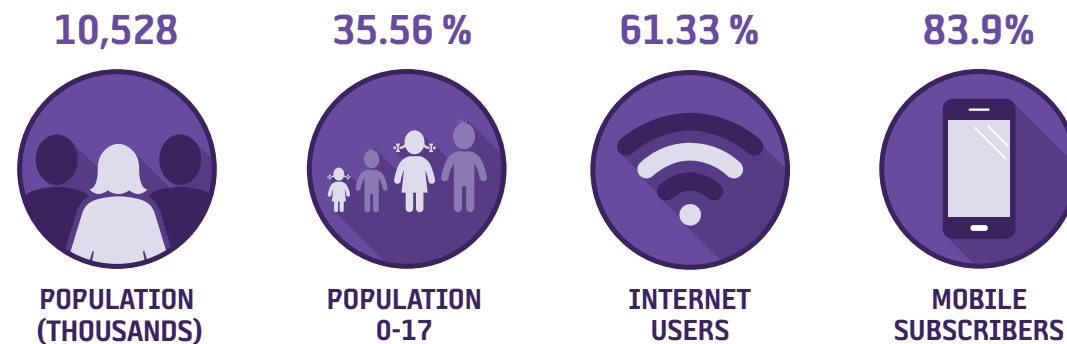
ECPAT International, reported in their study⁵³ on Commercial Sexual Exploitation in Latin America, that with respect to the law enforcement efforts against child sexual exploitation material and child sexual exploitation rings, Brazilian police broke one ring that used file sharing to distribute child sexual abuse material in at least 34 countries, including Canada, Saudi Arabia, the United Kingdom, the United States and Venezuela.

Legislation

Specific laws⁵⁴ on cyber crime and cyber security have been enacted through numerous acts and instruments. Specific legislation on child online protection has been enacted through Articles 218, 218A, 218B⁵⁵ of the Criminal Code, amended and included by the Law n. 12015/2009 and Articles 240 and 241A-E⁵⁶ of the Law n. 8069/1990, amended by the law n. 11829/2008. In 2014, Brazil adopted an Internet Bill (nº. 12.965/2014⁵⁷, that regulates internet usage at a national level, establishing principles, responsibilities, rights and duties to those using and providing access. Two articles directly relate to awareness and education initiatives to prevent violations of children's rights (Art. 26 and Art. 29), and one relates to non-consensual online sharing of intimate content (Art.21), establishing the only exception to online content removal before formal court order is warranted. In 2015, another bill was approved to establish a national programme to prevent bullying and cyberbullying (Bill nº 13.185/2015)⁵⁸. There are several campaigns to promote online safety, such as "Surf Safe" (Internet Sem Vacilo, in Portuguese)⁵⁹, developed by UNICEF, in partnership with SaferNet and Google. The Brazilian Internet Steering Committee maintains a website⁶⁰ that displays several national initiatives dealing with internet security, developed with the Brazilian National Computer Emergency Response Team (CERT-BR/NIC.br) that provides information on internet and on information security⁶¹. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

The Dominican Republic

Country Statistics⁶⁴



Child Helpline and Country Overview

There is currently no child helpline in the Dominican Republic. CHI is currently working on the key steps to establish a child helpline in the Dominican Republic.⁶²

Línea 700⁶³ is the resource through which citizens make complaints about trafficking and abuse of children and adolescents. In 2008, Child Rights Committee's concluding recommendations⁶⁴, led to the expansion of the two country helplines Línea de apoyo niños/as y adolescentes de Indesui established in 1996, and the Línea 700 in 2007. The Committee also recommended that the Dominican Republic should integrate these two helplines. However, at the time of writing the Línea 700 services were limited to receiving reports on trafficking and abuse. The service does not include a child helpline.

The Dominican Republic⁶⁵ is an independent nation, bordering Haiti in the Hispaniola Island in the Caribbean. Seventy-nine percent of the country's population lives in urban areas, mainly the cities of Santo Domingo and Santiago, with the remainder living in rural areas. A middle-income country, The Dominican Republic has a young population: more than 46% of its population is 24 and younger. Despite years of significant economic and telecommunications growth, more than 32% of the population lives below poverty line. Child labour, often in agricultural work, sexual exploitation and trafficking (due to expansion of tourism) as well as child marriage are commonplace.

Reporting and Referral Relations

According to a new study⁶⁶ by the International Justice Mission, 1 in 10 victims of commercial sexual exploitation in the Dominican Republic are children. According to ECPAT⁶⁷ member MAIS⁶⁸, the use of children in child sexual abuse material has risen in the Dominican Republic, with children being recruited in schools and are further used as recruiters themselves by exploiters. On February 5th, 2013, Safer Internet Day, the Dominican Telecommunications Institute and the National Commission for the Information and Knowledge Society (CNSIC), brought to public attention that the Dominican Republic had fewer cases of child sexual exploitation material reported⁶⁹, an average of two cases per year, compared to other countries in Latin America that reported an average of 20 reports per day. The Cybercrime Division (Departamento de Investigación de Crímenes y Delitos de Alta Tecnología) received only 14 reports between 2008-2012 that resulted in ten cases. This was not because there were no such cases in the Dominican Republic, but because there is not enough awareness and collaboration in the civil society to address the issue.

The Dominican Telecommunications Institute, in collaboration with the National Commission for the Information and Knowledge Society (CNSIC), as well as other government and non-governmental actors, have developed a reporting mechanism for child sexual abuse material websites as part of the "Internetsano"⁷⁰ programme. Complaints can be made by filling the form available on the website <http://www.internetsano.do> or by calling the number of the Attorney-General 1-809-200-7393.

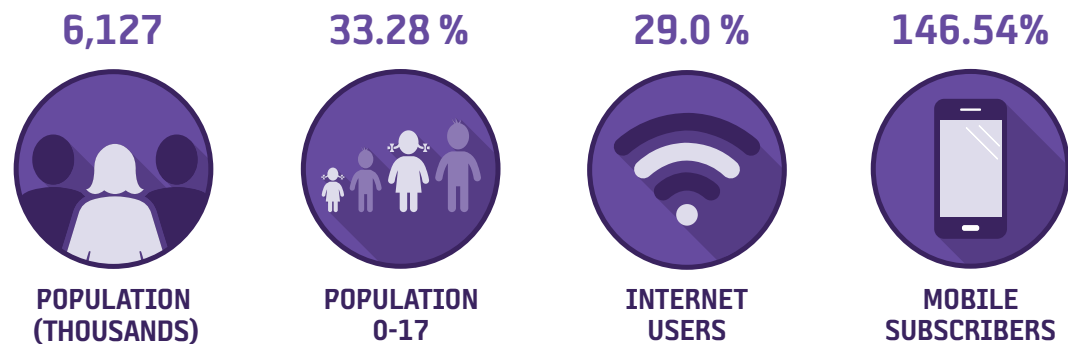
The website is dedicated to internet risk prevention amongst young people, as well as providing information and guidance for parents and teachers. The Cybercrime Division, (Departamento de Investigación de Crímenes de Alta Tecnología), has produced a presentation on online safety⁷⁶ for children and has given recommendations for parents for keeping their children safe online.

Legislation

Specific national legislation⁷¹ on cybercrime has been enacted through the High Technology Crimes Law No. 53/07⁷² and the Electronic Commerce, Documents and Digital Signatures Law.⁷³ Specific legislation pertaining to child online protection are enacted through the Law against High Technology Crimes and Offences (Article 24).⁷⁴ For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

El Salvador

Country Statistics⁴



Child Helpline and Country Overview

There is currently no toll free child helpline in El Salvador, and CHI's associate member in El Salvador, ISDEMU⁷⁵ was unable to participate in the first phase of CHI-LEAP. CHI is currently working on the key steps⁷⁶ to establish a child helpline in El Salvador. Please refer to CHI's Recommendations to the UN Committee on the Rights of the Child to establish a child helpline in El Salvador.⁷⁷

El Salvador is the smallest and most densely populated country in Central America; an estimated 4 out of 10 inhabitants of El Salvador live in poverty, and Salvadorean children are facing challenges⁷⁸ of poverty, limited access to education, organized crime and violence, migration, discrimination, child labour and commercial sexual exploitation. Moreover, the country is recognized by its high rate of homicides. Recent figures on the incidence of violence against children, adolescents and youth show a substantial increase in the rate of violence over the past few years. In 2016, according to data from the Institute of Legal Medicine, 91% of homicides were committed against children and adolescents between 15 and 19 years of age, and 92% of the cases affected adolescent boys. Sexual violence remains one of the most common crime affecting girls, with 38% of girls aged 10 to 14 years old, and 37% of girls between 15 and 18 years of age, having experienced such violence.

A 2011 report⁷⁹ from the Special Rapporteur on the Sale of Children, Child Prostitution, and Child Pornography revealed that even though it was hard to determine

the exact scope of the phenomena of sale of children, trafficking of children for sexual exploitation and in child labour, the sexual exploitation of children in travel and tourism and child sexual abuse material, these are on the rise in the country. A 2011 study on Commercial Sexual Exploitation of Children and the Internet conducted by the Inter - American Children's Institute (IIN)⁸⁰, a specialised entity of Organisation of American States (OAS)⁸¹, reported that in countries like Costa Rica and El Salvador, children are exploited via channels such as advertisements for models and TV programmes, with contacts details of those soliciting contact, often men, flashing below, seeking out young girls to start a friendship.

Reporting and Referral Relations

In 2014 CHI's partner GSMA, (which is working closely with mobile operators in Latin America and other regions), launched We Care⁸², a multi-stakeholder consumer protection initiative in El Salvador, between

the leading mobile operators, Attorney General's Office, and key ministries. Operators committed to promote "Alert Angel Disappeared". This Attorney General's Office programme is aimed at finding missing children through SMS campaigns, social networks and broadcast events on their own websites. In 2015, mobile operators and UNICEF signed⁸³ the "Act of Commitment for the Protection of Children and Adolescents Abuse and Sexual Exploitation Online" to coordinate efforts to develop awareness and create educational campaigns to promote safe internet use and fight cybercrime specifically aimed at children and adolescents.

Among other initiatives⁸⁴ in El Salvador; the THINK initiative⁸⁵, by the Ministry of Education, provides training and educational content for use in the classroom on the issues of online abuse, child sexual abuse material, online predators and netiquette. In 2015 the International Centre for Missing & Exploited Children - Latin America & Caribbean (ICMEC LAC)⁸⁶ created the Latin American Coalition Against Child Sexual Abuse and Exploitation Online (CLAL).⁸⁷ By providing guidance and sharing successful international practices, its purpose is to strengthen existing initiatives against online child sexual exploitation and abuse in the region.

UNICEF is working with national and local authorities to guarantee the protection of the rights of girls, boys, and adolescents from violence, exploitation and abuse. As part of this work, UNICEF is supporting the setting up of a helpline for children in order to ensure that they have access to counseling and reporting services when their right to protection has been compromised. For this, UNICEF is working together with Child Helpline International, the National Council on Childhood and Adolescence (CONNA) - the governing body for the National Child Protection System - as well as with national and local institutions working on the protection of children and adolescents, in particular the Salvadoran Institute for Integrated Development of Childhood and Adolescence (ISNA) and the National Civil Police (PNC). This initiative is intended to facilitate access of girls and boys to integrated child protection services. This is also in conformity with the obligations of the state for ratifying the Convention on the Rights of the Child and under the National Law on the Integral Protection of Children and Adolescence (LEPINA) to take all measures to protect children from violence. The initiative follows the recommendations of Committee on the Rights of the Child to El Salvador related to the establishment of a complaint mechanism for children and adolescents.

With respect to online sexual abuse and exploitation, UNICEF, as part of the UNICEF Global Programme, has implemented different interventions in collaboration with the Office of the Attorney General, the National Civil Police and UNODC. This includes training of attorneys, police and specialized staff responsible for caseload monitoring; the provisions of up-to-date technological equipment to investigate crimes against girls and boys using ICTs; and awareness raising and educational programmes in schools on online risks and violence targeting children and adolescents, which are being implemented with the Community Police as part of their violence prevention programme. UNICEF El Salvador has also supported the establishment of Centers for the Attention of Children and Adolescents (CDI) as well as the Gesell Chambers for the specific care of child victims, in three municipalities. Together with UNODC, the PNC and the Office of the Attorney General, UNICEF launched the campaign "Don't trust emojis" at a national level. Communication materials on safe internet use were designed and widely distributed to children and adolescents.

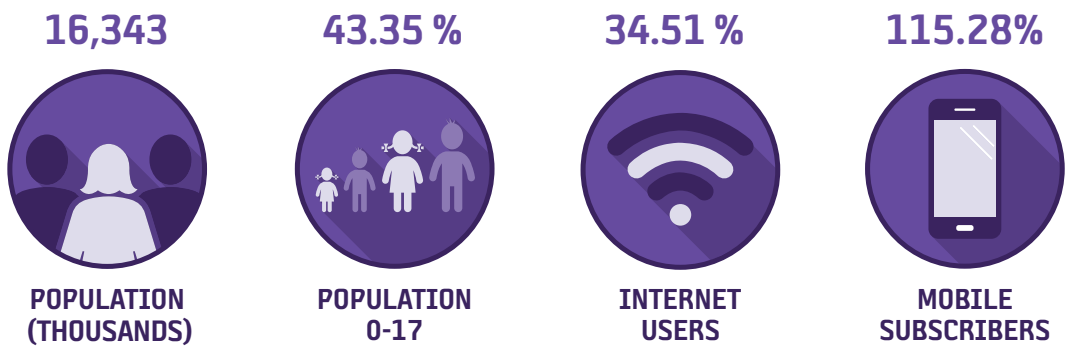
Legislation

The laws in El Salvador broadly cover offences, which can be committed against children when using the Internet. Specific legislation⁸⁸ on child online protection has been enacted through Article 351(12)⁸⁹ of the Family Code, 1993 as well as Articles 172, 173 (which specifically deals with child sexual abuse material) and 173-A of the modified Criminal Code, December 2003. However, accessing or downloading child sexual abuse material is not criminalised; even though possession of such material is. There is also no specific legislation for online grooming, cyberbullying and sexting. El Salvador has a general legal framework for the protection of children and adolescents from violence. This framework includes, the National Law on the Integral Protection of Children and Adolescence (LEPINA), the Penal Code, the Special Law for a Life Free from Violence against Women, and the Special Law against Human Trafficking. Furthermore, in 2016, El Salvador adopted the Cyber Crimes Law which deals with crimes committed through ICTs and includes a specific chapter on the protection of children from online violence.

For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Guatemala

Country Statistics⁴



Child Helpline and Country Overview

There is currently no toll free child helpline in Guatemala, and CHI does not yet have a associate or full member in Guatemala. CHI is currently working on the key steps⁹⁰ to establish a child helpline in the Guatemala. Please refer to - CHI's Recommendations to the UN Committee on the Rights of the Child to establish a child helpline in Guatemala.⁹¹

Guatemala is the most populous state in Central America. Many problems affect the rights of children and youth. Issues⁹² affecting children include poverty related consequences like health problems, malnutrition, exploitation in child labour, abuse and sexual exploitation, child trafficking, child sexual abuse material, violence against children and homicide, and discrimination against minorities.

Since the launch of the WePROTECT Initiative, an important result of the UNICEF Global Programme to build capacity to tackle online child sexual exploitation in Guatemala, has been the dismantling of two networks producing and distributing child sexual abuse material, due to the increased capacity of the Cybercrime Investigation Unit and the National Prosecutor's Office.

Reporting and Referral Relations

According to the report by ECPAT International, the Commercial Sexual Exploitation of Children in Latin America (2014)⁹³, the Ombudsman's Office reports that child sexual abuse material has been reported in the regions of Huehuetenango, Jutiapa, Retalhuleu and Guatemala City, among others. Children are recruited as masseurs or masseuses through newspaper advertisements. These children further become victims of child sexual abuse material, which are posted on the internet, or distributed/sold by the children to their clients.

The UN Special Rapporteur on the Sale of Children, Child Prostitution and Child Pornography's mission report⁹⁴ to Guatemala, reported that, of the 524 child sexual abuse material – related cases that were received by the Public Prosecutor's Office between 2009-2012, 61 judicial proceedings were opened and 10 convictions were made. About 700 child sexual abuse material featuring adolescents were seized by the Court for Children and Adolescents in Coatepeque. As a result, an anti-human trafficking unit was created within the Public Prosecutor's Office, with a mandate to investigate incidents involving child sexual exploitation material . ECPAT's chapter in Guatemala has noted that in Guatemala it is now commonplace for male adolescents to engage in sexting, make videos of their girlfriends and publish or sell these videos on the internet or share them among friends.

In another youth led study⁹⁵, conducted by ECPAT International to improve understanding of the use of ICTs by children in relation to their risks and vulnerabilities in five Latin American Countries (Chile, Guatemala, Mexico, Peru and Uruguay), it was found that, cybercafés do not apply any regulations of internet safety for their clients; internet café operators in Guatemala explained that they knew little about online risks. The study noted that despite some efforts of café owners to provide online safety information to children, young customers were able to pose in sexually suggestive ways for café webcams. Parents interviewed in the five countries did not seem to be that concerned about their children's internet safety, perhaps because of lack of awareness.

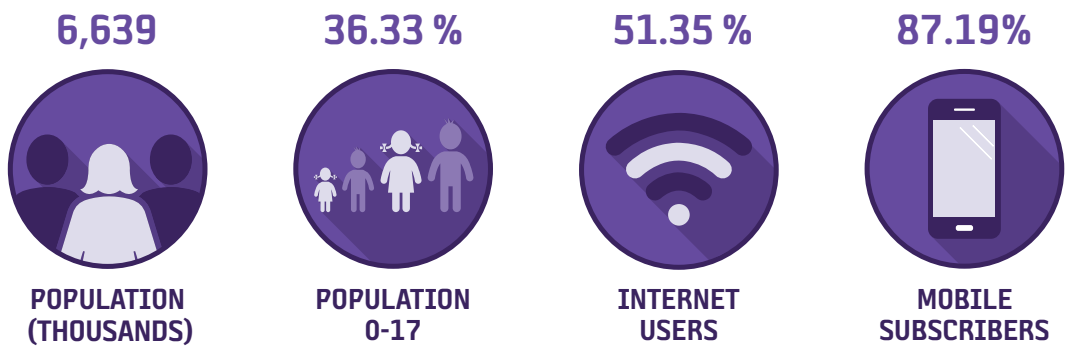
In terms of reporting mechanisms⁹⁶, there is a hotline with numbers, 502.2230.1279 and 2221.3275 and website <http://www.vicepresidencia.gob.gt/svet/>, both belonging to Ministry Against Sexual Violence, Exploitations and Trafficking of People, and enable the public to report any kind of sexual abuse. ECPAT International, the global network dedicated to protecting children from sexual exploitation, has a membership group in Guatemala that uses the line 501.2254.8698 to receive reports of sexual exploitation, the sexual exploitation of children in travel and tourism, child sexual abuse material, and trafficking of children for sexual purposes.

Legislation

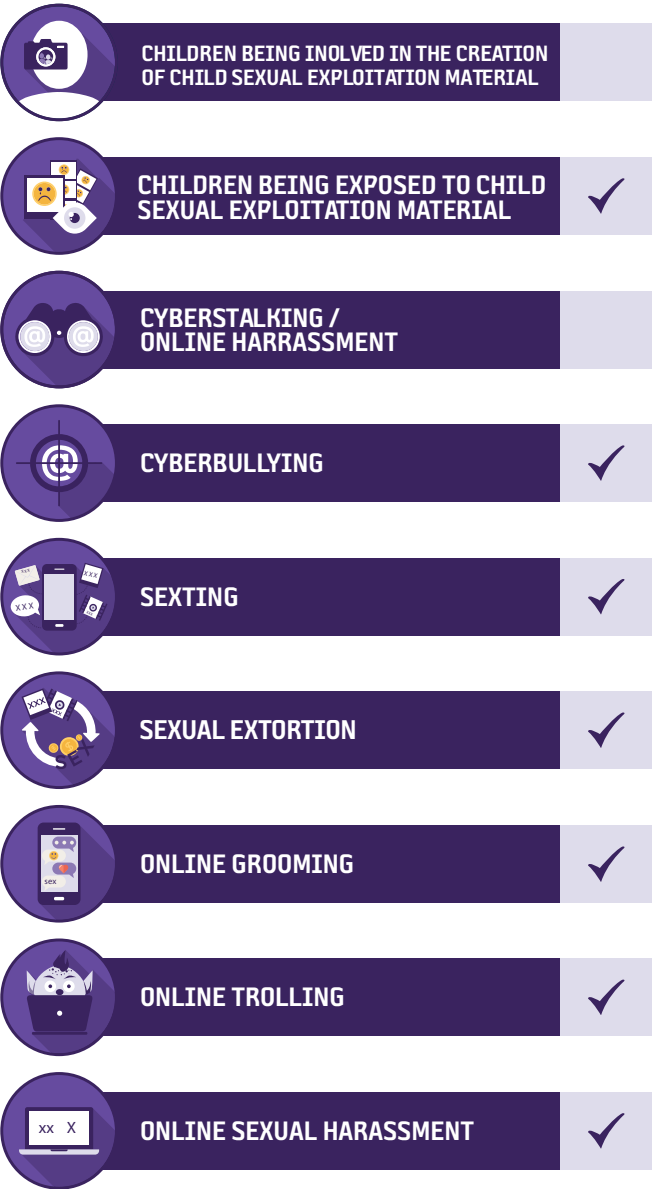
In terms of legislation⁹⁷ Guatemala does not have any specific legislation on cybercrime and cybersecurity. Guatemala has an officially recognized national CIRT (CSIRT-GT)⁹⁸, which is a member of FIRST⁹⁹ (Global Forum for Incident Response and Security Teams). Specific legislation on child online protection has been enacted through the Articles 188-192, 194, 195bis, 195ter, 195quinquies of the Criminal Code¹⁰⁰, reformed and added by the Decree n. 9, February 2009, and Article 56¹⁰¹ of the Decree n. 27 - Law for the Comprehensive Protection of Childhood and Adolescence, June 2003. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Paraguay

Country Statistics⁴



Reasons for Contacting Child Helplines



Under the UNICEF Global Programme, the National Secretariat for Children and Adolescents is working with Plan International with support from Itaipu Binacional¹⁰² - Paraguay, and strengthening the effective functioning of Fono Help 147, with professional attention and response, and providing equipment and mobility to respond to cases of abuse. UNICEF Paraguay, is facilitating the strengthening of interagency coordination for the development of national capacities to adequately protect the fundamental rights of children on the internet.

The helpline believes more awareness has to be created amongst children about their rights, especially through involving internet safety as part of the school curriculum, so that children can identify when their rights are violated and understand the purpose of the helpline and call them. The helpline is keen to raise public awareness, encourage children to call and talk more with their parents about online safety.



Child Helpline Overview

Fono Ayuda's 147 is a national level, 24/7 operating helpline for children and adolescents who have been abused and whose rights may have been violated. It provides round the clock specialised services of psychological and social counselling and legal advice, as well as referral to appropriate agencies, through an interdisciplinary team of psychologists, lawyers and social workers. Launched by NGO BECA (Base Educativa y Comunitaria de Apoyo) with the support of UNICEF and Plan Paraguay, the helpline is operating under the National System for Protection and Promotion of Children's Rights and the National Secretariat for Children and Adolescents¹⁰³ since 2009.

Though the helpline receives contacts predominantly from adults, in 2015 Fono Help 147 received a total of 14,131 calls, from 10,662 children and adolescents. Different types of abuse are reported to the helpline: children being targets of sexual, physical, emotional abuse by adults or by other children and adolescents, cyberbullying, pornography, corporal punishment, child exploitation in labour and sexual exploitation, discrimination and neglect. Online sexual exploitation represents a growing proportion of reports, as well as the use of sexual images to extort money.

Fono Ayuda 147 believe it is crucial for them to reinforce their technology to strengthen their work on COP. It is an expensive procedure to have a technically sound online protection project. The child helpline have started working a lot with WhatsApp to make it easier for children to contact them.

Child Helpline Staff

Reporting and Referral Relations

The helpline has had a few cases dealing with online sexual exploitation and online harassment, often through the victimization of children through social media. Most calls are from adults. The helpline has a general protocol for dealing with such cases, online or offline. In all cases they have to inform the Public Ministry to intervene and they activate the suitable partner to start investigation. With respect to agreements, the helpline is working actively with Plan and UNICEF Paraguay, but they do not yet have specific agreements for COP. They are working with UNICEF to generate a more specific protocol on COP, as well as their policy on online issues, incorporating COP in their manuals, systems, and calls categorization.

A highly specialised and professional staff handle the calls at Fono Ayuda, whether for offline or online cases; the counsellors are frequently trained on various aspects of the child helpline; currently they need more training to deal with cases of COP, as well as training on legislation.

There is a lack of awareness among citizens with respect to COP; culturally the topic is not discussed in Paraguay. Busy parents buy their children smart phones, but don't talk to them about online safety. Children are exposed to online risks and can easily access technology without any filters, and they are often able to provide false information about themselves, and create Facebook profiles. Fono Ayuda has started creating awareness via Facebook to help children safeguard their rights and handle risks appropriately. They have also started giving tips and recommendations on how to change the privacy settings on Facebook.

Child Helpline Staff

Legislation

With respect to legislation¹⁰⁴, specific legislation on cybercrime has been enacted through - Law No. 4439/2011 amending the Penal Code. Specific legislation on child online protection has been enacted through - Article 135¹⁰⁵ of the Criminal Code, Article 31¹⁰⁶ of the Law 1680/2001, Child and Adolescence Code, June 2003 and Law n. 2861/2006.¹⁰⁷ Paraguay has an officially recognized national CERT known as CERT-PY¹⁰⁸. It should be noted that limited legislation coupled with the difficulty to find the online perpetrator can make enforcement difficult. The helpline is often able to help the victim; however the perpetrator is not caught and the problem continues. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

The child helpline wants to focus more of its efforts on awareness and prevention of online sexual abuse and exploitation with support from UNICEF. Strengthening coordination between different entities that are committed to provide greater protection for children is another priority.

Case Study Aruba

Telefon pa Hubentud Aruba



Telefon pa Hubentud Aruba (TpH) started operations on November 20, 1999.

Since then, every child and youngster can call TpH for free, 365 days a year, from 2:00 pm till 6:00 pm. By calling "131" children and youngsters of Aruba can speak to a volunteer telephone assistant. The call is anonymous and confidential. Children and youngsters can also contact the helpline via email (which is answered in 24 hours) or chat with TpH via the 131 APP (downloading the 131App is free).

The object of TpH is to provide information, guidance and assistance aimed at preventing risks and harm to children and young people. Through their data collection, the helpline is able to better identify their needs. More broadly, this data can be shared with partner organisations and stakeholders in the Aruban community.

Multiple studies funded predominantly by the Netherlands, indicate that Dutch Caribbean youngsters are reluctant to seek assistance. This means that organisations who work with or for children and youngsters need to put particular emphasis on outreach. As a result, TpH hosts lectures, workshops and themed projects involving children and youngsters in schools, afterschool programmes, sport organisations and recreation locations.

In March 2015 TpH submitted its plan and vision to the Parliament of Aruba about the changes that need to take place in the civil code of Aruba. It proposed incorporating cyberbullying, online grooming, sexting and child sexual exploitation material into the code. Further, TpH participated in the educational aspects of the committee discussion. TpH proposed prohibiting communication between teacher and student via WhatsApp within schools. Also, every child or young person who calls TpH in connection with online child

abuse, with their permission, can be referred to Bureau Sostenemi through a three-way call system to make an official report, or to the Victim Department of the Police and the Department of Social Affairs for psychological help.

TpH presents lectures and its project about online safety. All lectures and projects are carried out using a triangle methodology. This means that a lecture or project is given first to teachers, and thereafter to parents. Finally, the child/youngster is then presented with the project. For example, TpH has a project which teaches youth how to behave online and protect their privacy. An important element of the project "Proteccion di nos Hobennan Online" is that the parents and the children sign a contract, obliging parents to monitor behaviour of the children at the time they are online and the children to inform their parents about their online behaviour.

In order for a child helpline to operate successfully, it needs the collaboration with private companies and to work together with other NGOs so that youngsters receive better service. TpH has a good cooperation with its National Telecommunication Company, Setar, who makes it possible for youth to call TpH free of charge, and who collaborated with development and promotion of the 131App. Besides Setar, they also have good cooperation with the media and organisations that organize festival and concerts for youngsters, allowing them on the venue to give information on the helpline/topics. The media helps TpH with press conferences and promoting of theme projects.

TpH also has a good working relationship with the Central Bureau for Statistics who conducts studies on the effectiveness of their projects, giving an objective view on the results. Also TpH has a seat in the Plataforma Professional of the Justice Department, where individual cases of youngsters who have been in contact with justice or are at risk, are addressed; here TpH presents its best practices. TpH works with approximately 35 institutions / NGOs and many of these partnerships are sealed under memorandum of understanding in order to develop a sustainable relationship.

Case Study Canada

Kids Help Phone



Kids Help Phone is a Canadian and world leading charity, known for its expertise and innovation as Canada's only professional counselling, information and referral service for young people.

Established in 1989, Kids Help Phone has offered kids, teens, and young adults (from age 5 to 20) a critical lifeline of hope and support through its free, anonymous and confidential service, which is open 24 hours per day, seven days a week in both official languages (English and French).

Each week, thousands of young people reach out to Kids Help Phone's counselling services through the 24-hour phone support line and the online Live Chat. The services provided by Kids Help Phone are available in all communities, providing any child the opportunity to talk if they want to. They do this confidentially, without judgment, and in the way, that suits each one best. Young people across Canada have a diverse set of needs and preferences for accessing help. Those who reach out by phone prefer talking through their problem.

Children are also reaching out to Kids Help Phone through their online option, Live Chat. Live Chat¹⁰⁹ connects young people to a professional counsellor for real time, one-on-one counselling. It is message-based so it is just like texting with a friend, only here youth have the comfort of knowing that, no matter what is written, everything is always confidential. Live Chat service, which started in 2012, was a resounding success with the helpline experiencing greater demand for it year by year.

Kids Help Phone counsellors are also trained to de-escalate crisis and intervene, when necessary, to protect kids in situations where they may be in danger such as abuse (both offline and online), thoughts of suicide and cyberbullying.

Kids Help Phone's, award-winning websites for Teens and Kids in English and French, engage youth through various interactive tools, info booth¹¹⁰, which provides information on different topics of interest to children (having dedicated information pages to topics of cyberbullying, sexting, online child sexual exploitation and abuse, internet and its risks, how to be safe online and online gaming among other useful tools and resources), online counselling services, and games that develop self-knowledge and life skills.

Thousands of kids also benefit from Kids Help Phone's Resources Around Me¹¹¹, a free, interactive tool, available in English and French, through Kids Help Phone's website. The tool is the largest database of youth-serving resources and services in Canada. It allows youth to independently connect with more than 10,500 trusted programmes and services in their communities, including mental health services, sexual health services, shelters, legal support, LGBTQ services and culturally relevant and ethno-specific services.

The Kids Help Phone app, Always There¹¹², provides a password protected space for youth to log their

feelings, receive youth-submitted inspirational quotes, tips on taking care, and jokes aimed at helping cope with stress. Always There¹¹³ provides age-appropriate information on emotional health and relationship topics, including bullying, and offers direct phone or online links to Kids Help Phone and Resources Around Me.¹¹⁴ It is one of the innovations Kids Help Phone use to meet today's constantly evolving communications trends, allowing them to reach as many young people as possible.

While its mandate is to serve all children in Canada, Kids Help Phone has recently identified young males as a priority segment of the population in need of additional mental and emotional health supports. To this end, it launched BroTalk, an online support community specifically created for teen guys, last October.

As an organisation that speaks with young people every day, Kids Help Phone works to share their perspectives and improve their well-being on a societal level. Kids Help Phone raises the majority of its revenue from individuals, foundations, corporations, and community fundraising.

Case Study United States

National Runaway Safeline



National Runaway Safeline (NRS) is a private non-government organisation who is contracted by U.S. Department of Health and Human Services, Administration on Children, Youth and Families, to act as the designated national communication system for runaway and homeless youth in the US and its territories. The agency's mission is to keep America's at-risk youth safe and off the streets. To accomplish this goal, NRS provides education and trauma sensitive solution focussed interventions, offers non-sectarian, non-judgemental support, respects confidentiality, collaborates with volunteers, and responds to at-risk youth and their families.

The agency, formerly called Metro Help, was established in 1971 to fill a need for comprehensive crisis intervention for young people in Chicago. It started as a centralised organisation with 24-hour services, expertise in all youth-related issues and as an information clearing-house of youth services. In 1974, NRS received an eight-month federal grant to establish a national 24/7 hotline. During that time, the organisation received around 11,000 calls demonstrating, therefore, the need for such services.

Since then, NRS' capabilities and services have grown exponentially. With the support of more than 120 crisis trained volunteers, and professional staff, the organisation makes annually over 250,000 connections to help and provide hope through its crisis hotline, online services, education and prevention services. NRS operates a confidential 1-800-RUNAWAY hotline and 1800RUNAWAY.org online crisis services (live chat, crisis emails, text, and forum), which are available 24-hours a day, 7 days a week and 365 days a year throughout the United States and its territories, including Puerto Rico, the U.S. Virgin Islands, and Guam.

Other key services provided by NRS to youth and their family include:

- **Information & Referrals:** A database of about 10,000 youth and family resources provides countless options for callers to access a myriad of services, such as counselling, shelter services, alcohol/drug treatment and child protective services.

- **Conference Calls:** When youth request assistance contacting their family or an agency that can help, NRS facilitates a conference call. The frontline team member remains on the line with the youth, advocating, as needed, on their behalf. They can conference in up to four lines.

- **Message Service:** NRS maintains a message service for youth who want to send a message but are not ready to communicate directly with their parent. NRS' message service is a less intimidating means for a youth to re-establish contact with their parent/guardian and often serves as the first step toward reunification. In addition, a parent may access the service to leave a message for his/her child.

- **Home Free:** In partnership with Greyhound Lines, Inc. NRS helps reunite runaway, homeless, and trafficked youth with their families, or alternate living arrangement through a free bus ticket home. More than 15,000 youth have been reunited with families nationwide through the Home Free Programme since 1995.

- **Let's Talk:** Runaway Prevention Curriculum: NRS has created a free 14-module, interactive instructional tool, available in English and Spanish. The evidence-based prevention curriculum is intended to build life skills; increase knowledge about runaway resources and prevention; educate about alternatives to running away; and encourage youth to access and seek help from trusted community members.

- **Prevention and Educational Materials:** NRS provides educational and promotional materials free of charge to individuals, schools and organisations to distribute within their community. All prevention and education materials are available to order or download at 1800RUNAWAY.org.

- **Online Resources:** Our website, 1800RUNAWAY.org, has four main goals:

- to provide online crisis intervention with one-on-one chats, emails or forum postings;
- to direct calls to the hotline so that youth and families can receive verbal, individualized attention and support;
- to engage youth and families so they can access critical information before a runaway or homeless episode occurs;
- to disseminate information about NRS, youth and runaways to the community.

- **Fee-Based Training:** NRS staff are frequently contracted to provide training on a myriad of topics, including trafficking prevention for runaway, homeless, and out of home placed youth. Runaway education and prevention. Let's Talk: Runaway Prevention Curriculum, NRS' trauma sensitive crisis intervention model, hotline development and implementation, and other topics listed at 1800RUNAWAY.org

On top of the above mentioned services for youth and their families, the organisation works with law enforcements across government departments. NRS is in fact part of various national advisory boards and networking collaborations. These include the National Network for Youth (NN4Y), the National Human Trafficking Resource Center (NHTRC), the National Center for Missing and Exploited Children (NCMEC), the Federal Bureau of Investigation - Victims Assistant Division (FBI) and the US Department of Justice (DOJ).

NRS champions November, as National Runaway Prevention Month (NRPM). The goals of NRPM are two-fold: to raise awareness of runaway and homeless youth crisis and to educate the public about the role they can play in this regard. The theme of NRPM 2015 was 'More Than Meets the Eye'. This theme was designed to represent:

- **The fact that so often youth who are unstably housed, have run away, or been thrown out are often solely labelled based on their housing situation.**

- **The role of NRS as a national clearing house and America's go-to resource for runaway and homeless youth;**

- **NRS' crisis intervention model and the help and hope that the organisation offers to youth and their families.**

For more information, consult:
<http://www.1800runaway.org/runaway-prevention-month/>

South Asia & East Asia Pacific

Regional Profile

Child helplines in the Asia-Pacific region identify cyberbullying, online sexual harassment and abuse, online trolling and sexual extortion as their top priorities. Child helplines in this region report a growing trend of perpetrators using the internet as a tool to groom children for sexual exploitation, kidnapping and trafficking. Strengthening cross border cooperation between child helplines and regional networks in South Asia and ASEAN Region is vital going forward.

Child helplines in this region are in countries with some of the fastest internet growth rates in the world. Children from a wide range of economic backgrounds and geographic areas now have affordable high-speed mobile internet access for the first time. Online social media platforms increase their exposure to online risks.

Throughout this vast and culturally diverse region, there are large-scale, sophisticated nationwide networks of child protection service providers to address COP challenges. Direct contact with children is maintained through a proven outreach model that uses offline, online and telephony-based support.

All helplines in this region highlight gaps such as inadequate information and knowledge on COP, lack of professional training of service providers and technology support and they stress the need for education on information and communication technology.



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This map does not reflect a position by UNICEF on the legal status of any country or territory or the delimitation of any frontiers

In the first phase of the CHI LEAP initiative, child helpline staff of CHILDLINE 1098, CHILDLINE India Foundation in India, Banta Bata 163, ABS-CBN Foundation, in the Philippines and Child Helpline Viet Nam (18001567), Ministry of Labour, Invalides and Social Affairs (MOLISA), shared baseline data on COP, by filling out surveys and talking to data collectors at CHI, through phone and Skype. Furthermore, case studies of excellence were shared by expert helplines from Kids Helpline, Australia and Youthline, New Zealand.

Representatives from child helplines in the Philippines and Viet Nam participated in the Regional CHI - LEAP Stakeholder Activation Meeting, hosted by CHI in London on 31st March, 2016, where they engaged with other child helpline participants from target and expert countries, hotlines, industry, law enforcement and services for working with victims of sexual abuse, and learnt much from the United Kingdom on how to combat sexual abuse and exploitation. For more details, refer to the Regional CHI - LEAP Stakeholder Activation Meeting, London report.¹¹⁵

India

Country Statistics⁴

1,311,051



POPULATION
(THOUSANDS)

34.48 %



POPULATION
0-17

29.55 %



INTERNET
USERS

79.89%



MOBILE
SUBSCRIBERS



Reasons for Contacting Child Helplines



CHILDREN BEING INVOLVED IN THE CREATION
OF CHILD SEXUAL EXPLOITATION MATERIAL



CHILDREN BEING EXPOSED TO CHILD
SEXUAL EXPLOITATION MATERIAL



CYBERSTALKING /
ONLINE HARRASSMENT



CYBERBULLYING



SEXTING



SEXUAL EXTORTION



ONLINE GROOMING



ONLINE TROLLING



ONLINE SEXUAL HARASSMENT

In response to a high prevalence of child abuse and low reporting due to lack of information, CHILDLINE India Foundation launched the Child Sexual Abuse Awareness Programme in January 2011. Aimed at reaching out to school children and their families, the CSA Awareness Programme sensitizes school children in 2nd to 6th standard, between the age groups of 7-12 years, via trained volunteers. Topics include safe/unsafe touch and personal safety rules through interactive tools and materials.

The CSA Awareness Programme Delivery Model has been evolved keeping in mind a four-pronged approach.

The Model looks at engaging the Community, Parents, Children and putting Support Structures in place. For more information on the CSA Awareness Programme, please visit: <http://www.childlineindia.org.in/CSA-Awareness-Model.htm>

CHILDLINE India's animated film on Child Sexual Abuse - "Komal"¹¹⁶, is an award winning film and a recognised awareness tool on Child Sexual Abuse, translated in several local and international languages.

Child Helpline Overview

CHILDLINE 1098¹¹⁷ is a toll-free, 24/7 emergency phone and outreach service for children in distress, managed by Childline India Foundation¹¹⁸, supported by Ministry of Women and Child Development, and scaling up under the Integrated Child Protection Scheme.¹¹⁹ As of March 2015, it has received a total of 36 million calls since 1996; it operates in 366 cities/districts in 34 states and Union Territories through its network of over 700 partner organisations across India.

India has the third largest internet users' base in the world: 462 million in June 2016. Further the explosion in smartphone users has resulted in an enormous surge in the number of mobile internet users in India: an estimated 371 million, according to the Internet and Mobile Association of India.¹²⁰

CHILDLINE has a prevention, intervention, and rehabilitation model¹²¹ and children often call for emotional support and guidance. When a child is in distress, the CHILDLINE team physically reaches the child in approximately an hour, attends to the emergency such as medical or need for shelter and links the child with services for long-term rehabilitation.

More than 40 million children in the country are estimated to be using internet, often unsupervised. CHILDLINE India responds to more cases of CSEA than any other agency in India and also receives contacts of children being exploited in the creation of child sexual abuse material and exposure of children to adult pornographic images. Their standard response involves referring such cases to the Cyber Crime Cell of the Police. Currently Childline has no specific protocols and referral partners for COP and reports a lack of national mechanisms or laws for online sexual abuse and exploitation of children.

i) This number is based on the population of girls aged 0-19 since the girls are reporting retrospectively and were therefore a victim at a younger age.
ii) Child Protection Brief, UNICEF India Country Office, 2015

Reporting and Referral Relations

CHILDLINE India follows its core model of a partnership network¹²² working as a catalyst for child protection by engaging with police, education, health, railways, district administrations, and municipalities. The CHILDLINE Contact Center's¹²³ voice response call centre, is supported by technology partner Tata Consultancy Services; Google will be supporting CHILDLINE India in developing smart applications and technology for child safety programmes and the helpline number is integrated in Telenor's safety messages as well as their mobile SIM cards in markets where they operate.¹²⁴

Legislation

CHILDLINE's 10-year legal battle on a high profile case of CSA - Anchorage Case¹²⁵, revealed lack of proper laws on CSA, eventually leading them to be one of the key stakeholders who pushed for a new law in the Parliament, Protection of Children from Sexual Offences, 2012 (POCSO, 2012).¹²⁶ Specific legislation on child online protection has been enacted through the sections 67, 67 A and 67 B¹²⁷ of the Information Technology (Amendment) Act and Section 20¹²⁸ of the POCSO Act, and the Indian Penal Code¹²⁹ and Information Technology Act¹³⁰ for cybercrime. Cyber security incidents can be reported at the website of the Indian Computer Emergency Response Team (CERT).¹³¹ While most of the legal work is centred on cybercrime cases, child online protection initiatives are lacking. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

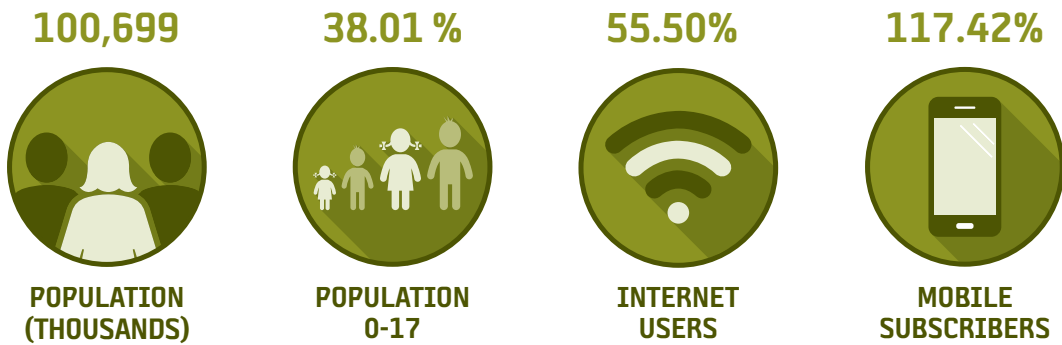
CHILDLINE India plans to launch a large-scale programme called Child Online and Mobile Safety to protect children from online abuse and exploitation and provide comprehensive awareness and training components for target populations. A dedicated anti-child sexual abuse unit will be created, and a COP microsite, counsellor orientated online chat platforms is also planned.

Around 10 million girls under the age of 20 (1 in 20) have been victims of forced sexual intercourse or another form of forced sexual act at some point in their lives.ⁱ One third of girls who experienced forced sexual intercourse suffered sexual violence between the ages of 15 and 19 years (although girls did experience sexual violence throughout childhood). Among girls who had ever experienced sexual violence, the most commonly reported perpetrator was a current husband or partner (77%). Only 3% of girls reported sexual violence by a stranger. According to National Crime Records, 13,766 cases of child rape were reported during 2014 compared to 8,541 in 2012, accounting for an increase of 45% in 2014.^{132,133} The reported cases are only a fraction of the real numbers of child rapes in India.

The Philippines



Country Statistics⁴



Reasons for Contacting Child Helplines



Bantay Bata 163 is a media based childcare organisation. As such, it uses the power of media to raise awareness and to empower children and communities to have a voice and be heard. Through documentary films, story plugs, social media feeds and articles on online sexual exploitation of children, including testimonials from children, Bantay Bata reaches a national audience.

Some of Bantay Bata 163's recent efforts to combat online child abuse and exploitation include:

- Call to action public awareness video¹³⁴ on the WePROTECT Global initiative, with the Philippines being a target country.
- Shared learnings on online sexual exploitation from the recent CHI LEAP conference in London, UK.
- Exchanges with students and parents in Cagayan de Oro, Iligan City and Cebu City, hotspot areas where kids are sexually exploited online.
- Spoke about Online Sexual Exploitation of Children at the IOM's Workshop to Combat Trafficking.
- Attended the Inter-Agency Council Against Child Pornography in the Philippines, offering Bantay Bata 163 Helpline as a gateway for online reports.
- Shared learnings with Vietnamese delegates on Bantay Bata's activities in protecting children from online sexual exploitation in the Philippines (facilitated by UNICEF Philippines).
- Meeting with Skycable (internet service provider) to preserve digital evidence of a case coordinated by NCMEC.

Child Helpline Overview

Established in 1997, Bantay Bata 163¹³⁵, the media based childcare organisation arm of the ABS-CBN Foundation, has scaled up over the years from a referral helpline for children, to an institute providing a nationwide network of social services for children at risk and their families.

There are a growing number of calls involving online abuse and exploitation. The child helpline works with strong COP partners such as the Philippine National Police-Anti-Cybercrime Group (PNP ACG) and Department of Social Welfare and Development. Cases involving child sexual abuse material are immediately referred to the PNP ACG for report verification and victim identification. For cases of online abuse, the child helpline helps the caller with counselling, legal information, referral to COP referral partners and regular follow-up of the case.

"Most of the contacts of Bantay Bata 163 are concerned adults as most children are afraid of seeking help when victimized or unaware that they have already been made victims of online abuse. In the Philippines the majority of people might not recognize or classify acts of online abuse, as abuse, since there is no physical contact between the perpetrator and the victim."

Child Helpline Staff

Reporting and Referral Relations

The National Response Plan on Online Sexual Abuse and Exploitation adopted by the Inter-Agency Council Against Child Pornography (IACACP), led by the Department of Social Welfare and Development and of which the Department of Justice is a member, includes a plan to expand the Anti-Trafficking hotline1343 to also cover cases of child sexual abuse material. IACACP is also planning to map existing hotlines and helplines with the view to increase access to services. Currently Bantay Bata 163 is one of the entities that provides counselling services nationally, but with a limited scope.

The Philippines is also one of the many countries to date, that have participated in the WePROTECT Global Alliance¹³⁶, and is also a target country in a global research¹³⁷ launched by London School of Economics (LSE), UNICEF Office of Research¹³⁸ and EU Kids Online¹³⁹, within the UNICEF Global Programme to develop a global research toolkit, on children's online risks, opportunities and rights.

"The higher levels of vulnerabilities of Filipino children are associated with children being victims of natural disasters/calamities, armed conflict, displacement, dysfunctional families, unemployment and poverty. All these and more perpetuate violence against Filipino children. The internet has redefined the nature of violence and abuse. Alarmingly, the Philippines is identified as a fertile ground for online sexual predators searching for child victims and exploiting disadvantaged families. The child helpline has also received reports on advertisements for child prostitution online."

Child Helpline Staff

Legislation

Specific legislation¹⁴⁰ on cybercrime has been enacted through - Cyber Crime Prevention Act - RA 10175¹⁴¹, RA 9775 and specific legislation on child online protection has been enacted through - Articles 201 and 355¹⁴² of the Criminal Code and Section 4(c)(1) of the Cybercrime Act¹⁴³, Anti-Child Pornography Act (RA 9775), Anti-Trafficking in Persons Act (RA 9208 as amended by RA 10364 and Anti-Bully Act or RA 10627. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

Child helpline Philippines will work with the Department of Justice, Department of Social Welfare and PNP ACG as well as forging partnerships with various NGOs and INGOs to intensify their efforts in the area of online child protection. There is also a serious dearth of good data and evidence on the nature and extent of online sexual abuse, which should be highlighted amongst all stakeholders. Currently UNICEF is undertaking a National Study on Child Online Sexual Exploitation and Abuse.

Cyberbullying is a major issue because young children often have access to the internet without enough adult supervision. Children who have barely started schooling have social media accounts making them vulnerable to online abuse from peers and adults. Internet access is available to children at all income levels, and most kids treat going online as a daily need thereby increasing their exposure to online abuse.

Child Helpline Staff

Viet Nam



Country Statistics⁴

93,448



POPULATION
(THOUSANDS)

27.37 %



POPULATION
0-17

46.50 %



INTERNET
USERS

151.56%



MOBILE
SUBSCRIBERS

Reasons for Contacting Child Helplines



CHILDREN BEING INVOLVED IN THE CREATION
OF CHILD SEXUAL EXPLOITATION MATERIAL



CHILDREN BEING EXPOSED TO CHILD
SEXUAL EXPLOITATION MATERIAL



CYBERSTALKING /
ONLINE HARRASSMENT



CYBERBULLYING



SEXTING



SEXUAL EXTORTION



ONLINE GROOMING



ONLINE TROLLING



ONLINE SEXUAL HARASSMENT



In 2015, the Ministry of Labour, Invalids and Social Affairs (MOLISA) began developing the National Programme on Child Online Protection, following the endorsement of the Statements of Action of the London and Abu Dhabi #WePROTECT Summits. This National Programme sets out goals for prevention, protection, and engagement with the private sector whilst defining roles and responsibilities of relevant agencies and proposing mechanisms for coordination, especially with the Ministry of Information and Communication (internet regulator) and the Ministry of Public Security. MOLISA held a high level roundtable discussion with various stakeholders, including the Ministry of Information and Communication, the Ministry of Public Security, UNICEF, industry representatives and civil society to generate further momentum, commitment, awareness and capacity. Viet Nam integrated the #WePROTECT Model National Response into programing, and implemented the UNICEF Global Programme. MOLISA implemented the “Child Online Protection 2013-2015” project that included the deployment of the filtering software to limit children’s online access to inappropriate content and development of the “Child Protection” website, thereby improving the capacities of involved children, families and schools on COP.”

Child Helpline Overview

Launched in 2004, the MOLISA-operated Child Helpline “Magic keypad-1800157” is a national public service for children and families that provides information, advice, psycho-social support and counselling on child protection. The helpline has also provided referrals to competent agencies and specialized service providers.

The helpline has served many children in need of care and protection through intake and dealing with cases that require urgent interventions – such as missing or abandoned children, and child victims of psychological trauma, violence, trafficking and sexual abuse.

To date, the child helpline has not received any notable cases of online abuse from children. Children often lack the confidence to talk about such issues outside the family. Parents, however, frequently contact the helpline about a range of issues including familial relations, social media and their children’s use of technology.

“Sometimes the helpline receives cases of children’s online issues leading to grave results. For instance children and youth accept anonymous friend requests from unknown people especially on Facebook and start a friendship with them. Then the stranger invites the child to go travelling with him for instance to China. At the border, the man sells the child to Chinese people. This is a typical example of what is happening in Viet Nam nowadays.”

Child Helpline Staff

Reporting and Referral Relations

The child helpline has two core mandates – child protection and care, and addressing human trafficking. There are well-established cooperation agreements to refer human trafficking cases to relevant governmental agencies including the Ministry of Public Security (the Police forces), the Ministry of National Defense (the Border Guard Command), and the Viet Nam Women’s Union.

For cases of child protection, the child helpline has an informal coordination mechanism with relevant organisations. A strong cooperative network of agencies and organisations at central and regional level is already in place, of which the child helpline is an integral part. The child helpline also provides data and information to competent government agencies that are responsible for policy-making and programming. For child online protection, currently there are no mechanisms, protocols, stakeholder agreements or victim-centered services, making it a challenge for the stakeholders to detect and promptly prevent risks and abuse of children in the online environment.

Legislation

With respect to legislation, Viet Nam has endorsed the Child Law that dedicates a specific provision for the protection of children in the cyberspace. Specific legislation¹⁴⁴ on cybercrime has been enacted through the Law on Information Technology.¹⁴⁵ Specific legislation on child online protection has been enacted through - Article 253¹⁴⁶ of the Criminal Code which only criminalises the “dissemination” of decadent material. A form can be filled at the website of Viet Nam Computer Emergency Response Team (VNCERT)¹⁴⁷ to report illegal content. For more details on current legislation on child sexual abuse material, please refer to ICMEC’s Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

The child helpline will scale up its staff including the establishment of regional hubs to handle more calls. Beyond telephone-based support, it will offer a range of tertiary child protection services, including child online protection. This could include more web integration and online chat features. To further help victims of online abuse, they believe they need to directly identify and reach out to victims, often through broadcast media and newspapers, and take the necessary action.

Case Study Australia

Kids Helpline



The child helpline's vision has always been to offer supportive child-focussed responses to any child and young person in Australia contacting about any issue any time of the day or night. The national call-centre is based in Brisbane, Queensland, and employs more than 130 professional counsellors. Up to 50 counsellors may be restored on a single shift, covering three access points of telephone, web and email. In 2015 the service received almost 300,000 phone calls, answering 58% of these. Almost 44,000 web-chat attempts were received, with a 55% response rate, and another 16,000 emails were received and 100% answered. More than 7.5 million contacts have been answered since the service commenced.

In addition to providing information, needs assessment and counselling, Kids Helpline provides children and young people up to the age of 25 years with a critical portal into other Australian social service systems that they may otherwise struggle to access, including mental health, child protection, housing, emergency and e-safety systems. Referrals are made either through offering contact details to the client, or actively managing connections when a

risk of harm is assessed. The services' effectiveness lies in its network of relationships with a wide range of community and government agencies (eg: statutory child protection agencies) that can provide specialised support to children and young people, including face to face and through digital media. The organisation also has referral protocols with Police Communications teams in every state, to locate children and young people who present themselves to the child helpline as being at imminent risk of harm.

Incoming referrals are also supported and boosted through these external agency partnerships, in acknowledgement of the specialised child and youth focus of Kids Helpline (eg: Homeless Persons Information Queensland (HPIQ)).¹⁴⁸

Relationship with funders are key to both promoting and providing Kids Helpline services to young people. While 70% of Kids Helpline funding is sourced from community donors and town art union ticket buyers, the remainder is supplied through service agreements with federal and state governments and corporate partners.

Some examples of these partnerships include the federal Department of Health and Aging, to provide tele-web mental health services¹⁴⁹, and the federal eSafety Commission, to provide cyber-safety related counselling to children and young people anywhere in Australia.¹⁵⁰

Optus Sing-Tel telecom company have been a long-term partner of Kids Helpline and over the past two years have funded an innovative programme, Kids Helpline@School (KAS).¹⁵¹ This programme offers primary schools a classroom session with a Kids Helpline counsellor using digital platforms, such as Skype, to discuss a range of issues of concern to young children, including online safety. Help-seeking is promoted and awareness of the Kids Helpline counselling service is raised with both teachers and children. From July 2016, Optus will be funding an increased focus on e-safety and positive use of technology related topics through a new "Kids Helpline@School Digital" programme.

Kids Helpline has also partnered with Sydney University and the Black Dog Institute to trial a world first counsellor-moderated peer-to-peer online support programme for young Australians aged 13 to 25 years at risk of suicide, self-harm and other emotional health issues. This project will use a purpose built social network model that complements clients' one on one child helpline counselling experiences.



Case Study New Zealand

Youthline



Youthline is a first point of contact for children and young people across New Zealand who need counselling, information or referral, or support for parents, families and peers.

In the year ending 31st of March 2015 Youthline managed over 277,000 calls, texts, and emails, which equates to over 23,000 digital connections every month. The need for and effectiveness of their service is shown both by its popularity and feedback, clients often report feeling less burdened after having a non-judgmental space to talk about what is going on for them. This work is crucial to building young people's resilience to cope with risks later in life.

Keeping Young People Safe

Many young people contact Youthline needing support in difficult circumstances, with some needing support with a range of crisis issues including self-harm, suicidal thoughts or behaviour, family violence, mental illness, depression, bullying, loneliness and miscarriage. Youthline is a trusted place for members of the public to reach out for help when concerned with the well-being and safety of a young person. Of the emerging issues Youthline monitor, online safety is an increasing concern with more young people disclosing that bullying or feeling unsafe or at risk whilst online, prompted them to get in touch with their service.

Specialist Backup and Support

A core element of the helpline service is their Triage team, which consists of specially trained staff to support the 600 volunteer counsellors who are working across New Zealand. Youthline's Triage staff respond to situations of low to high and imminent risk across all mediums of contact, providing a continuum of support and linking service users with other agencies in their own communities. Utilising and promoting Youthline's holistic approach, Triage staff are responsible for the quality assessment and management of clients (young people and their families), including those with high and complex needs. This often requires intervention such as care and protection referrals to the police or child youth and family services. The demand for this early intervention service continues to increase year on year and specialist support for dealing with online safety concerns is paramount.

Working in Partnership

Along with working with statutory agencies Youthline also provides in partnership, a range of speciality early intervention services: 0800 Family Violence Information Line, Shine* Domestic Abuse Line, 0800 Family and Community Service Information Line, 0800 Victims of Crime Information Line, 0800 Canterbury Support Line (set up following the Christchurch earthquakes) in partnership with Lifeline, Shine and MSD Family and Community Services. Youthline provides a miscarriage helpline in partnership with the Miscarriage Support Service. Youthline provided a crisis 0800 response for the Ministry of Education. Working in partnership with other service enables young people and families to access more connected services and a chance of better outcomes.

Digital Developments

Youthline is continually responding to changing methods of communication amongst young people, therefore the need for service has not only increased but also the way Youthline provides these services are constantly evolving. For example, its well-established text service has now exceeded the amount of phone calls received through the helpline. Research has shown that the sense of autonomy and control that the text service offers is attractive to young people (Published articles on text counselling can be found at <http://www.youthline.co.nz/about-us/research/>). Further developments of web chat services and online communications will require further research to ascertain whether increased access leads to young people feeling better supported in the online space.

Central, Eastern Europe & CIS

Regional Profile

Target child helplines in the region report being contacted for issues of - use of children in the creation of child sexual abuse material, cyberbullying and online trolling. Helplines are also witnessing emerging issues of peer-to-peer violence online, involving identify theft on Facebook, and children being addicted to online gaming and social media.

Child helplines in the region report a digital generation gap between parents, school teachers and children. Parents are not aware of the dangers of technology faced by children in the online world and school teachers have a limited view of internet and safety. Child helplines need to create massive awareness, and work with parents to protect their children from online risks, empower children to seek support from child helplines when needed, and work with school authorities to assure safe access to computers in schools.

As child helplines in this region prepare to scale up to provide services for COP, they are looking at support from their governments to recognise and support the important work of child helplines in child protection, from telecom and mobile providers to make calls from all types of phone and mobile technologies free of cost, and value added partnerships with industry, to reach their core mandate of answering every call made to the helplines.



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This map does not reflect a position by UNICEF on the legal status of any country or territory or the delimitation of any frontiers

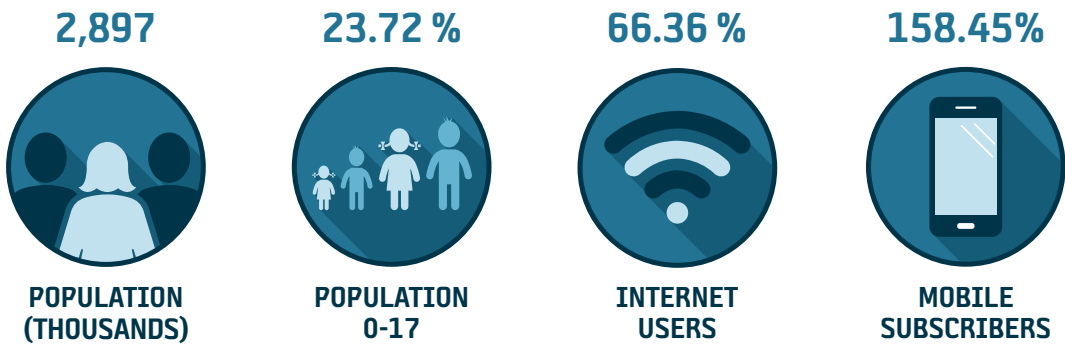
In the first phase of the CHI - LEAP initiative, CHI collected baseline data from child helplines in priority countries of Albania, Montenegro and Serbia, on their knowledge, capacities and readiness to address cases of online sexual abuse and exploitation.

Trained personnel collected data via surveys, telephone and Skype interviews with child helpline managers and staff from Albanian National Child Helpline - ALO 116, NGO Children First in Montenegro and National Children's Line - NADEL, in Serbia. The CHI - LEAP initiative has also involved experts from member child helplines - Empowering Children Foundation (formerly Nobody's Children Foundation), Poland and NSPCC, UK who have noted experience and programmes in responding to cases of online sexual abuse and exploitation. Target and expert child helplines participated in the second of the four ground-breaking Regional CHI - LEAP Stakeholder Activation Meetings, hosted by CHI in London on 30th and 31st March, 2016, where they engaged with representatives from UK Home office, UNICEF, UK Hotline - Internet Watch Foundation, CEOP UK, Industry partners - GSMA and NetClean, as well as practitioners working with victims of sexual abuse from Lucy Faithfull Foundation, Marie Collins Foundation and Insafe. The objective of this regional meeting was to share good practices and craft a multi-stakeholder response to online sexual exploitation and abuse. For more details, refer to the Regional CHI - LEAP Stakeholder Activation Meeting, London report.¹⁵²

Albania



Country Statistics⁴



Reasons for Contacting Child Helplines



Safer Internet Day¹⁵³ is organized every year in February to promote the responsible use of secure ICT's by children and youth. ALO 116 annually organizes awareness activities on the International Safer Internet Day and calls for concerted efforts of all stakeholders, parents, teachers and children for making children's online experiences positive.

On International Safer Internet Day, the Minister of State for Innovation and Public Administration, the Ministry of Interior, the Ministry of Social Welfare and Youth, the Ministry of Education and Sports, with support from UNICEF and in partnership with Children's Human Rights Centre of Albania (CRCA), signed a Memorandum of Understanding "Agreement on Cooperation for Child Internet Safety" which aims to increase the efficiency of institutional interaction on child online safety in Albania.

Child Helpline Overview

Launched in 2009, ALO 116 - Albanian National Child Helpline is a free service for at risk children and young people, operational 24 hours a day, 7 days a week. Since 2009, the child helpline has been actively working on Internet Safety, empowering children and young people to use ICTs safely and positively.

Children, parents, teachers and concerned citizens can report cases of online abuse via phone, email, child helpline's website <http://www.alo116.al>, or via their child online platform <http://www.isigurt.al>, including the option of anonymously reporting websites containing child sexual abuse material.

The child helpline's staff comprises of trained psychologists and social workers. They support children and parents by providing psychosocial counselling by phone, information on how to be safe online, or where appropriate, refer the case to law enforcement agencies. These include illegal content, child sexual exploitation material and theft of personal data.

Reporting and Referral Relations

The Albanian child helpline has COP partnership agreements with the Ministry of Interior, the Ministry of Social Welfare & Youth, the Ministry of Education & Sports, child protection units, social services and NGO partners like World Vision. It also has well established national COP campaigns within schools and in conjunction with ISPs and mobile operators. This includes counselling for children and working with technical partners for solutions to protect children from online risks while accessing computers in schools.

Legislation

Specific legislation¹⁵⁴ on child online protection has been enacted through Article 117¹⁵⁵ of the Criminal Code and Law N. 23/201231.¹⁵⁶ Currently there are gaps in the legal framework and there are no penalties for perpetrators for acts of online abuse and harassment. Under the WePROTECT initiative, Albanian child helpline, CRCA and UNICEF have drafted a proposal with necessary legal improvements, including specific laws and terminology for online child abuse and exploitation. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

As part of its scaling up activities for COP, Albanian child helpline will be developing specialised protocols for cases of online abuse and exploitation, and building capacity of their staff. The helpline would like to seek expertise from the CHI network for - models of intervention protocols, manuals for counsellors on call response and case management, and best practises from expert helplines tackling cases of online abuse and exploitation.

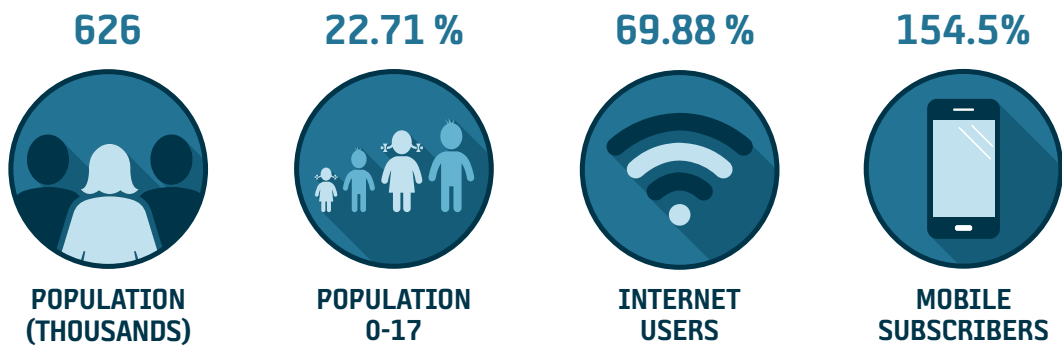
Under UNICEF's Global Programme¹⁵⁷ in Albania, CRCA, UNICEF, and ALO 116, the execution body, are initiating inter - institutional dialogues between concerned ministries, state agencies, the National Agency for Cyber Security (ALCIRT), CSOs, industry and other important stakeholders to develop mechanisms at national level. They will also help mobilise the support of youth for undertaking awareness activities for children, parents and teachers in public educational institutions, and conduct trainings for police, teachers, legal representatives and child protection unit staff.

Under the WePROTECT initiative, key stakeholders will promote the National Platform for Child Safety Online, <http://www.isigurt.al> and create mobile application "ISIGURT" (SAFE) as prevention, education and protection tools. These tools will be sources of information, reporting and guidance for all children, teachers, child protection workers, police, community and all social actors involved in the protection of children online.

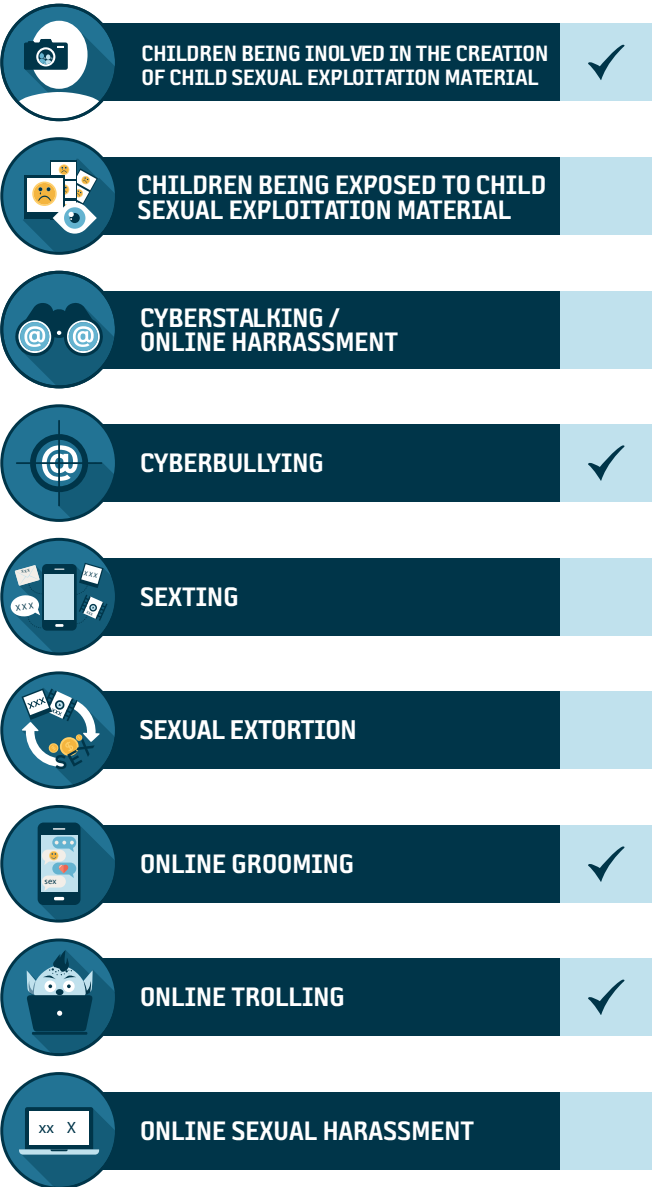
Montenegro



Country Statistics⁴



Reasons for Contacting Child Helplines



As a part of the Global Programme to build capacity to tackle online child sexual exploitation, UNICEF conducted Global Kids Online research in 2016 in cooperation with the London School of Economics focusing on children (9-17 years), their parents and their experiences online (opportunities, risks and possibilities). Key findings from this research indicates that 91% of the children 9 to 17 years-old use the internet, and 87% are online every day. 72% of children have their own profile on a social network: 47% of children aged 9 to 11, 77% of those aged 12 to 14 and 86% of 15 to 17 year-olds. A significant number of children (29%) seem either not aware of the potential risks, or not quite sure if there are upsetting things on the internet (34%); only 37% definitely agree that there are things on the internet that bother or upset people their age. 9 to 11 year-olds are the least aware that upsetting things are present on the internet – only 27%. In the past year, 38% of children reported to have experienced at least one of the four issues: incidence that upset them; hurtful treatment from someone; exposure to sexual images; receipt of sexual messages. Moreover, in spite of greater awareness and advanced digital skills, older children are more often engaged in risky activities online, sometimes leading to unwanted consequences.¹⁵⁸

Child Helpline Overview

Montenegro's counselling line for children, "Confidential Phone", was established in 2011. It is a volunteer-run national service operating round the clock for children. Children can contact the child helpline, through their Facebook page, emails, and web page. Trained and supervised volunteers counsel and guide children, as well as parents. If needed they can be referred to the relevant authorities. Through their contacts, the child helpline is witnessing trends of peer-to-peer violence on internet and children becoming targets of identity theft on social media. For cases of identity theft, the child helpline refers the caller to the Computer Incident Response Team (CIRT). Typically, they respond within 24 hours of reporting. In a case of online abuse, the child helpline refers the child, parent or concerned adult to the Ministry of Interior – police, state prosecutor or centre for social welfare.

"Children don't call from mobile phones because it's not free and children are not comfortable calling from landlines. The child helpline needs support of telecom and mobile providers to provide free calls from mobile phones. It is also important for the phone line to get funded and promoted to sustain its operations, as it is the most crucial means for children to report online abuse."

Child Helpline Manager

Reporting and Referral Relations

The child helpline is in the process of developing its strategy on online abuse and exploitation and aims to strengthen its relations and develop referral protocols with the Ministry of Interior, the Ministry for Information Society and Telecommunications, NGOs, and mobile operators. The child helpline uses its research study findings as advocacy tools to lobby with relevant ministries and state authorities as well as to share information leaflets on online safety, with children and parents in all their promotional events. Montenegro child helpline, was also a member of the national team working on implementation of the Council of Europe's "One in Five"¹⁵⁹ Campaign.

On 18 March, 2016 Her Royal Highness The Duchess of Cornwall visited Montenegro to see how UNICEF, through its Global Programme, is using a new digital application to help children stay safe on the internet and

protect themselves from online sexual exploitation.¹⁶⁰ UNICEF, together with the Ministry of Education, developed a mobile application for children (8-11 years) NET Friends, which contains an educational role-play game that takes children through real life scenarios and makes them learn how to recognize, prevent, stop and report violence. The application provides the opportunity to report online violence to the police, the Computer Incidence Report Team (CIRT) and the Ombudsperson. Moreover, NET Friends app can be used as an innovative tool in schools and help teachers, regardless of their digital skills, to promote a culture of non-violence and teach children how to be safe in the digital age.¹⁶¹ UNICEF is currently supporting the running of a national parent line in cooperation with NGO Roditelji Parents.¹⁶²

Legislation

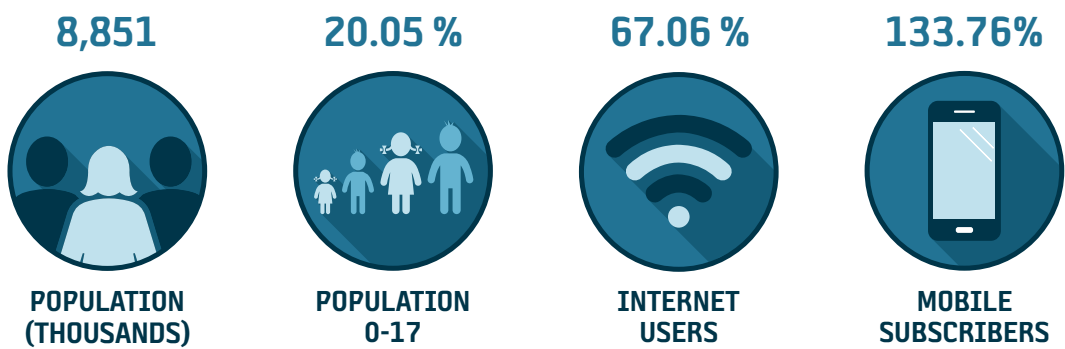
Specific legislation¹⁶³ on child online protection has been enacted through the Criminal Procedure Code.¹⁶⁴ The national legislation¹⁶⁵ recognizes and regulates the issues of online child sexual abuse and exploitation, cover the broad range of offences, which might be committed against a child due to internet use, and distribution of child sexual exploitation material via electronic means is considered a serious offense. Montenegro Computer Incident Response Team (CIRT Montenegro)¹⁶⁶ is the official agency for reporting incidents related to child online protection. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

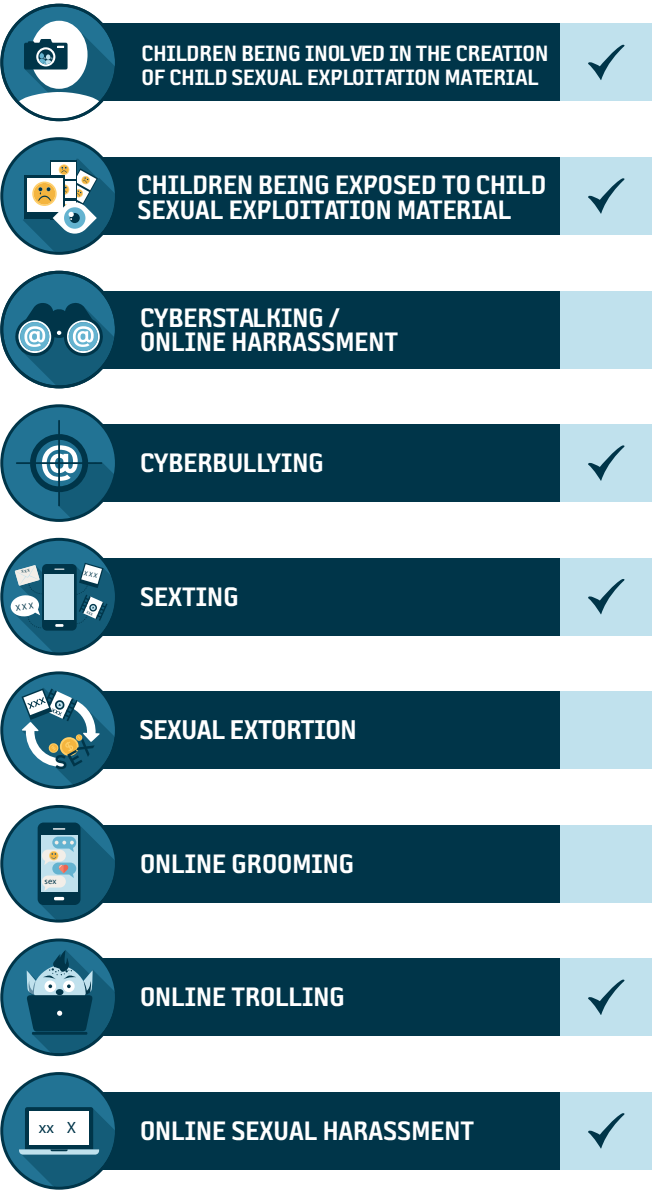
Lack of funding has badly affected operations of the phone line, online portals, and main modes of communication with children and parents. The helpline is currently approaching donors, and aims to involve Government's Department of Social Welfare for support. Capacity building trainings for volunteers, sharing of experiences from other child helplines, developing cooperation agreements with referral partners and planning awareness activities are in the plans. UNICEF, assisted by Serbian line NADEL, has supported the Ministry of Labour and Social Welfare of Montenegro in the establishment of a national child SOS line at the Children's Home 'Mladost', which is under the auspices of Ministry of Labour and Social Welfare of Montenegro. The Ministry has committed to having the line operational by end of 2017.



Country Statistics⁴



Reasons for Contacting Child Helplines



Child line Serbia has developed a strong counselling ethos for working with children who are victims of violence and abuse, supported by trained counsellors and social workers. It has developed a sophisticated, confidential case management process, able to direct children to the right resources, authorities and agencies able to support them. In cases where there is a risk to the child or threat to life, Child Line offers immediate intervention and referral to services such as the police.



The Police Department in Serbia, are witnessing a growing number of cases of online sexual abuse and exploitation and conduct awareness programmes in schools where they inform children on how to protect themselves on the internet and on portals like Facebook and other social media.

Child Helpline Overview

The National Child Line Serbia is a confidential counselling service for children, which has operated 24/7 for more than ten years. Their trained counsellors and social workers provide information, education and counselling to children and parents.

Sexual abuse and violence against children, cyberbullying, and peer-to-peer violence are all perceived to be on the rise. Sexting is very noticeable. The helpline works closely with referral partners - Ministry of Interior Affairs, Ministry of Education (Violence Prevention Unit), UNICEF, Centre for Social Work, and NGOs like Centre for Children's Rights. All follow Serbia's General Protocol of Protection of Children from Abuse and Neglect. The Child Line does not have standardized protocols for cases of abuse and harassment carried out through the use of ICTs and approaches every case with a carefully planned response strategy.

"For children, it is largely a matter of trust. Children repeatedly call child helpline services to test the child helpline, and Child Line Serbia staff regularly analyses test calls."

Child Helpline Staff

Reporting and Referral Relations

The child helpline reports that there is a lack of mechanisms and integrated response from service providers. They would like to strengthen partnerships with referral partners, such as department of police. They would also like to partner with Ministry of Education's Special Unit for Violence Prevention, to develop awareness campaigns in schools, and introduce online services for children and youth as part of the Education Ministry's prevention of digital violence project.

Child Line Serbia would like to make referral protocols with agencies such as Net Patrol - The Safer Internet hotline and NGO - Incest Trauma Centre¹⁶⁷, working on prevention, legal and therapeutic services for victims of sexual abuse and incest.

Legislation

Child Line Serbia reports that national legislation recognises the issues of online abuse and exploitation, as an important part of protection of children.

Specific legislation¹⁶⁸ on child protection has been enacted through Article 185¹⁶⁹ of the Criminal Code and Articles 54 and 55¹⁷⁰ of the Law on Amendments and Additions to the Criminal Code, n. 72/09. The Safer Internet Hotline "Net Patrol" provides an online form to report illegal content. The country's laws¹⁷¹ include an anti-grooming law, with increased penalties for offences committed against younger children. Further, distribution of child sexual exploitation material via electronic means is considered a serious offense, resulting in seizure of items used in the commission of the offences in addition to other penalties. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

Childline Serbia needs more resources, knowledge and tools to manage cases of online abuse and exploitation. Being a counselling line, they need advanced counselling skills training to handle cases more effectively. Developing specific counselling and response protocols and referral protocols with referral partners would also help.

The child helpline believes there could be much greater collaboration between the relevant COP stakeholders. This could lead to the creation of a national plan and nationwide awareness-raising campaign to better protect children online.

"Currently, there are no words in the local language for terms like Sexting and Sexual Extortion. Child Line Serbia has to adapt the terminology of online sexual abuse and exploitation in the local context to begin to appropriately identify such cases."

Child Helpline Staff

Case Study Poland

Empowering Children Foundation



Empowering Children Foundation ECF (formerly Nobody's Children Foundation NCF) was established in 1991. It is the largest Polish non-profit NGO focusing on providing assistance - in its broad sense - to abused children, their families and caregivers.

ECF's activities target children who are abused physically or sexually, as well as neglected children, their parents and caregivers, and all individuals exposed to child abuse cases in their professional capacity. Facilities run by ECF offer direct psychological, psychiatric and legal support. One of the goals of the ECF is to facilitate different forms of assistance and various initiatives aimed at preventing and counteracting child abuse with its many consequences, and to protect children's rights. ECF implements prevention programmes to stop abusive behaviours towards young children and preventing threats encountered by children online.

The Foundation offers free of charge and anonymous telephonic and online help for children, their parents, caregivers and professionals concerned about children's safety. ECF organizes specialised training courses revolving around child abuse and addressed to multiple professional groups and interdisciplinary teams.

The Foundation conducts research and analysis to expand the knowledge of the problem of child abuse and to provide basis for its own activities.

Empowering Children Foundation exists to ensure a safe childhood to every child, protect children from abuse and help victims of child abuse.

Empowering Children Foundation carries out their mission by:

- Teaching adults how to treat children without abuse
- Showing them what to do when they suspect a child might have been abused
- Teaching children how to avoid violence and abuse
- Offering psychological and legal help to abused children and their caregivers
- Lobbying for modifications of the Polish law to ensure the best possible protection of children's interests.

Since 2005 Empowering Children Foundation is cooperating with the Research and Academic Computer Network (NASK) formerly the Polish Safer Internet Centre (PSIC). The Centre undertakes a range of comprehensive measures for the safety of children and young people using the internet and new technologies.

The awareness centre within the Polish Safer Internet Centre conducts comprehensive awareness-raising activities, promoting safe and responsible use of new media by children and young people. Within the framework of awareness activities, the Centre conducts educational and media campaigns, organises the international conference 'Keeping children and young people safe online', as well as periodical expert seminars. Moreover, the awareness centre prepares promotional materials and expert publications, and organises the Safer Internet Day (SID) celebrations in Poland.

The ECF resources addressing all target groups with products for all ages include:

- Portal for young children; a mobile app with small quizzes and a narrative: <http://www.necio.pl>
- Portal for primary school children; provide skills to children to avoid online offenders; in the next project, a newer version will be created: <http://www.sieciaki.pl>
- NUMANUMA - a magazine for secondary school students; it centres around internet phenomena, not only online safety, but also positive news about new online trends, making it interesting for young people: <http://www.numanuma.pl>
- For parents¹⁷² and professionals¹⁷³ a number of books/educational films, multimedia products, and so forth.

Awareness-raising campaigns (2015):

- **Sexing-** I think, therefore I don't send¹⁷⁴ (available in Polish)
 - Raising awareness of the issue, educating about possible threats related to sexting
 - Online movie "Forever"¹⁷⁵, educational movies "Julka's Story"¹⁷⁶ and "Mateusz's Story".¹⁷⁷
 - TV spots¹⁷⁸ and outdoor campaign.¹⁷⁹
 - Materials for teachers (educational lesson scenario- available in Polish and English, leaflets and brochures).

- **Hating-** Give hater a hug¹⁸⁰ (available in Polish)

- Fighting online hate speech, supported by Facebook, launched in the Presidential Palace, under patronage of the First Lady.
- Song and music video¹⁸¹, presence at music festivals¹⁸², materials for teachers.

- **Young children-** Mummy, daddy, tablet¹⁸³ (available in Polish, English and Latvian)

- Warning parents of children aged 0 to 6 years against premature and uncontrolled use of electronic devices, educating parents on when and how to introduce children to smartphones or tablets
- Online spot¹⁸⁴ combined with a brochure¹⁸⁵ with more in-depth information, a webpage and additional materials.¹⁸⁶

- **Safety in regard to online shopping-** Think before you buy.

- Helping parents decide whether or not to buy a particular product (computer, mobile device, video game console, game), introducing the PEGI rating system
- Online spot¹⁸⁷, a brochure/guidelines¹⁸⁸ for parents

Within the PSIC ECF offers anonymous and toll-free help for:

- **Children:**

- 116 111 Helpline for Children and Youth available 7 days a week from 12 till 22
- online support: <http://www.116111.pl/napisz> - available 24/7
- chat support: <http://www.116111.pl/czat> - available from Monday to Friday from 12 till 18

- **Parents, caregivers and professionals:**

- 800 100 100 Helpline for Parents and Professionals Concerned about Children's Safety
- online support: <http://www.800100100.pl/napisz> or pomoc@800100100.pl - available 24/7



Case Study United Kingdom

NSPCC



The NSPCC¹⁸⁹ is the largest UK charity working specifically with matter relating to child abuse. It provides information, consultancy and training to professionals and offers a wide range of direct services to the public via its projects and helpline services. Further overview of these services can be found at <http://www.nspcc.org.uk/services-and-resources>.

The NSPCC also is a major campaigning organisation wishing to influence the public policy debates associated with children's welfare as well as change the attitudes of the public towards children and raise awareness of risk to children.¹⁹⁰

Learning about what works in the fight against abuse and neglect is central to what the NSPCC does.¹⁹¹ It is important to take action to protect children. But it is also important to know that what is being done is effective, and that it improves children's lives.

NSPCC works in partnership with schools, so that they can reach more children and help keep them safe. The NSPCC's pioneering Speak out Stay Safe programme¹⁹² empowers children, helping them understand abuse and giving them confidence to speak out and stay safe.

Over the past year the NSPCC has continuously engaged to help change laws, attitudes and help parents across the UK keep their children safe.

- With the help of 50,000 supporters, they successfully campaigned for the government to make it illegal for an adult to send a sexual message to a child.¹⁹³
- Their Share Aware¹⁹⁵ campaign and Net Aware tool¹⁹⁶ has helped - and continues to help - parents keep their children safe online.
- The Underwear Rule¹⁹⁷ continues to provide parents with a simple way to help keep children safe from sexual abuse - without using scary words or even mentioning sex.
- NSPCC has secured government commitments to improve the experience of young witnesses¹⁹⁴ in the criminal justice system.

The NSPCC helps schools protect more children - by providing teachers and other staff with safeguarding advice, support and training.

Through its range of direct face to face service and helplines, the NSPCC provides advice, information and takes action to protect children online. The NSPCC helpline¹⁹⁸ and ChildLine¹⁹⁹ provide support to adults and professionals as well as children.

ChildLine has been operating for over 30 years²⁰⁰ and staffed by volunteers supported by paid supervisors across 12 bases in the UK. In 2015, staff and over 1400 volunteers provided telephone, online chat and private messaging advice to 276,956 children and supported a further 9,856 who had serious concerns about another child.

The ChildLine website received over 3.2 million visits - 5% more than in 2013-14.²⁰¹

The NSPCC helpline is a place adults can contact by phone²⁰¹ or online²⁰³ to get advice or share their concerns about a child, anonymously if they wish. It is staffed by professional practitioners with backgrounds in jobs like teaching, healthcare and social work, who are also skilled at spotting signs of abuse²⁰⁴ and what to do to help. The helpline also provides a range of bespoke helpline services that either support other child protection agencies or help in specific child abuse situations.²⁰⁵ These specialised helplines provide support for: inquiries into abuse, organisations in delivering child protection procedures, anyone needing advice about female genital mutilation, anyone needing advice about young people affected by gangs and anyone with concerns that someone may be a victim of modern slavery.

The NSPCC helpline, staffed by qualified and experienced child protection counsellors, works with O2 a major telecoms provider in the UK to provide technical advice via the telephone to restrict online access by children to harmful materials.²⁰⁶ Further information about online risk can also be downloaded from <http://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/online-abuse>.

—Middle East & North Africa—

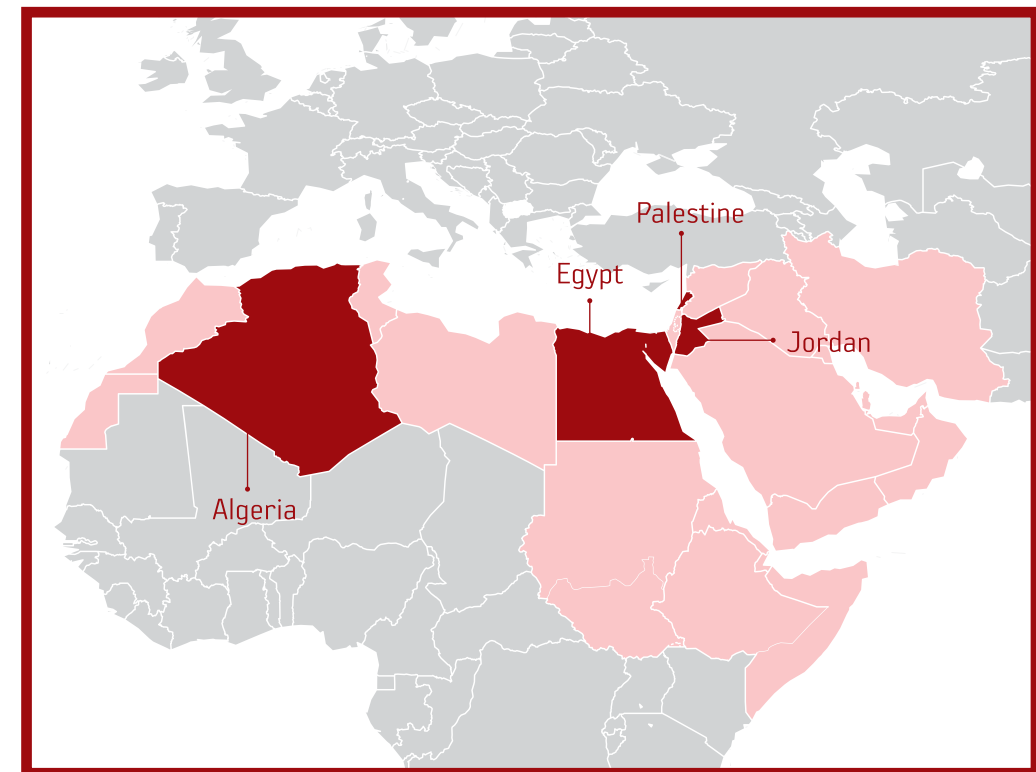
Regional Profile

Child helplines in the MENA region identify cyberbullying, online sexual harassment, trolling, grooming and sexual extortion as top issues to deal with in child online protection. Shares of internet users in MENA are comparatively low in relation to other regions. Nevertheless, child helplines report increasing numbers of children having access to broadband internet technology, mostly in places such as cybercafés and recreational areas.

Child helplines in the MENA region stress that the differences in legislation and quality of institutional structures in some countries make prosecution of online child sexual exploitation and abuse very difficult. In most circumstances, child helplines do not always have a hotline to which they can refer child sexual abuse material. This means the reports are generally forwarded to police units or other law enforcement agencies that often have limited time and resources to review and act.

Child helplines in the MENA region agree on the need of a common regional approach to tackle online CSEA. They stress that online abuse and exploitation often transcends national boundaries and as a result, should be addressed at a regional (and where applicable, international) level. Besides, child helplines in the MENA region underline the need of developing a commonly-accepted terminology on CSEA, since many terms are not understood, difficult to translate or have no equivalent in the socio-cultural context of some countries.

All helplines in the region highlight a number of issues influencing their response to child online protection. These include: 1) Scarce public awareness of the issue; 2) Lack of dedicated resources and trained staff; 3) Inadequate data capture software; 4) Weak partnerships with law enforcement forces and the technology industry.



© Map No. 4170 Rev. 14, United Nations August 2016
This map does not reflect a position by UNICEF on the legal status of any country or territory or the delimitation of any frontiers

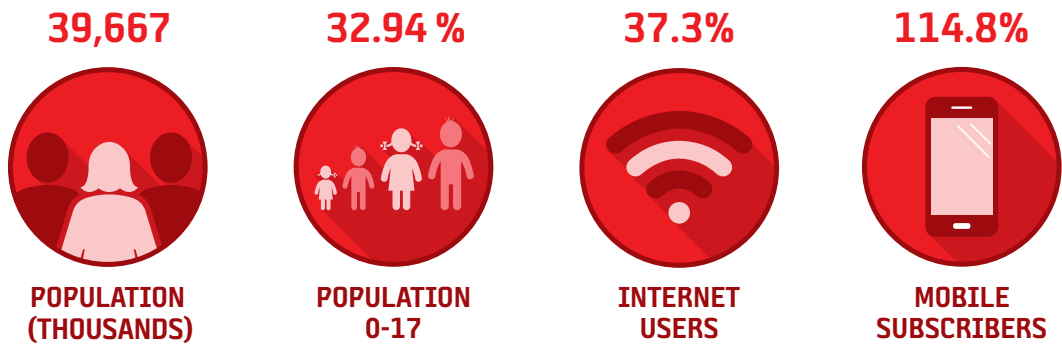
In the first phase of the CHI LEAP initiative, Child Helpline Algeria, Child Helpline 16000 – Egypt, the Jordan River Foundation, and Sawa 121, Palestinian Child Protection Helpline shared baseline data on COP by filling out surveys and talking to data collectors at CHI, through phone and Skype. Furthermore, case studies of excellence were shared by expert helplines from Child Helpline 16000 – Egypt and Sawa 121, Palestinian Child Protection Helpline.

Representatives from target and expert child helplines in Middle East and Northern Africa participated in the first ground-breaking Regional Stakeholder Activation Meeting hosted by CHI on 18 February 2016. (Child Helpline Algeria joined the 4th Regional Meeting in Nairobi). This event saw a large-scale representation from local stakeholders, partners and child helplines. The meeting highlighted a number of significant regional trends, and participants felt the necessity of developing national and regional plans of action to combat online exploitation of children. Child Helplines were identified as essential actors in this process, also having a strong preventive and capacity building role. For more details, refer to the Regional CHI – LEAP Stakeholder Activation Meeting, Cairo report.²⁰⁷

Algeria



Country Statistics⁴



Reasons for Contacting Child Helplines



In 2014, a study²⁰⁸ conducted by CHI partner, GSMA and NTT DoCoMo, surveying 3,560 children and their parents in Algeria, Egypt, Iraq and Saudi Arabia, revealed that in Algeria, 70% of children own a mobile phone and 19% out of them own smartphones, 89% of children with a smart phone, use it to access the internet, 20% of all children surveyed use a tablet²⁰⁹, 76% of children use social networking sites to communicate with new “friends” online and 47% of parents expressed concerns about their children’s privacy, when using mobile phones.

Child Helpline Overview

Child Helpline Algeria, is operated by NADA (Algerian Network for the Defense of Children’s Rights), a consortium of child rights and child protection NGOs, since 2008. The child helpline can be accessed through the number 3033 nationally, and is a toll free telephone service. Children can call and discuss their problems and concerns in their family life and at school. The child helpline is fully equipped and resourced with current technologies, and infrastructure, with the potential to answer over 1 million calls.

The child helpline has started receiving a number of calls involving child sexual exploitation material and broader online harassment. They do not have specific response

protocols as yet for COP, and their standard protocols involves referring the cases to referral partners such as the Police’s Child Protection Unit, Gendarmerie and members organisations for follow up actions.

Other initiatives

On 20 November 2016, the Directorate General of National Security (DGSN) launched a green number “104” for the reporting of child abductions. The launch is part of the activation of the national plan to combat child abduction²¹⁰. On 04 July 2005, the Observatory for the Rights of the Child (ODE) has set up a national free phone number 1555 for children facing violence and abuse, which is the first initiative of its kind in Algeria. Children are provided with immediate advice, support and information and/or are referred to community services, psychologists, social workers or legal aid, depending on the nature of the case. The service is operational from Saturday to Wednesday from 8:30 am to 4:30 pm and Thursday from 8:30 am to 12:00 pm²¹¹. The National Body for the Protection and Promotion of Children, set-up under the new law on child protection (July 2015) and placed under the Prime Minister authority, will soon launch a toll-free number for reporting all forms of violence or abuse to children. The body will also have a web site where witnesses can report a child-endangering situation²¹².

Child helpline Algeria, and its NGO partners in Nada (Algerian Network for the Defense of Children’s Rights), along with CHI, produced the alternative report presented to the UN CRC on 13 October 2011 and the child helpline will also participate in the official evaluation of children’s situation in the country in 2017. The child helpline is a strong voice and an active actor in the Child Protection System in the country, advocating for policy change from the cases received and data collected, producing regular national profiles of situation of children in Algeria, developing strategies to support child rights, and improving the child law in Algeria.

Reporting and Referral Relations

The helpline’s government partners include the Ministry of Family and Women Affairs, the Ministry of Justice, the Ministry of Education, and the Ministry of Health. However, the different stakeholders who might be concerned with the processing and coordination of

COP cases have varying degrees of understanding and skill. The judiciary, police, gendarmerie, social services, medical services, educators and the media, often struggle with cases involving minors. To compensate for this, the helpline has anchored its initiatives around counsellor training, proper case management, the rights of children, legal protection, social protection and child psychology. They have also conducted outreach activities in schools both for children and their parents with support from Telecommunication partners such as Algeria Telecom, Djezzy and Mobilis. UNICEF is also supporting various ministries for the development and implementation of a reporting system for all types of abuse, neglect or violence that affect boys and girls in the country.

In other country based initiatives²¹³, CyberSec²¹⁴ in Algeria, a group of private enterprises that raise awareness about the dangers of cybercrime, organized the first Regional Conference on Cyber Security together with the University and ICT partners to teach the growing numbers of digitally - literate Algerian students how to use internet safely. Further, in 2015, the Chief of Staff of the National Gendarmeries, hosted a two-day international seminar, “Cybercrime: Social Media and public security,” in Algeria to examine the relationship between social media and public safety.

Legislation

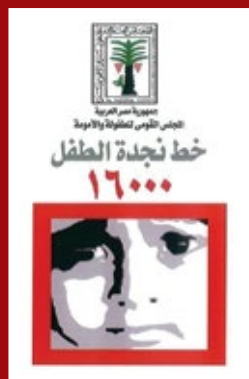
In terms of legislation²¹⁵ the country’s first cybercrime law was passed in August 2009, giving the government powers to monitor websites suspected of illegal activity. Specific Legislation²¹⁶ on Child Online Protection is enacted through Articles 303, 324 -344 and 347 of the Criminal Code²¹⁷, the Law to Prevent and Combat ICT Crime (Article 12)²¹⁸ as well as Loi no 15-12 du 28 Ramadhan 1436 correspondant au 15 juillet 2015 relative à la protection de l’enfant (Law on Child Protection July 2015)²¹⁹. For more details on current legislation on child sexual abuse material, please refer to ICMEC’s Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

The child helpline would like more in-depth training for their counsellors, on dealing with COP issues, working with schools and parents and awareness raising activities. They would also like to develop specific COP related materials, response protocols and build referral partnerships. The helpline is keen to visit other child helplines handling COP issues and share best practice.

Case Study Egypt

Child Helpline 16000



The National Council for Childhood and Motherhood launched, in June 2005, an emergency telephone service, known as child helpline 16000. It became an effective mechanism to receive calls and complaints of children. The helpline is accessible to every child without any sort of discrimination. It became an easy free sustainable means for children to express their opinion regarding their issues and concerns. The 24-hour, seven days a week hotline works through a wide network of partners from governmental agencies as well as non- governmental, international and civil society organisations to provide help and assistance to all users.

The creation of the Egyptian child helpline was a result of the establishment in 2003 of Child Helpline International, which came in support of the creation and strengthening of the majority of national toll-free child helplines in different countries.

Egyptian child helpline provides protection to children from all sorts of violence and danger in all situations and circumstances. It supports their rights to access education, health care, and consolidates their chances of sound social and mental upbringing.

Children's emergency line 16000 is one of the mechanisms used to break community silence about multiple violations which could only be known through a reliable mechanism to community in general and to children in particular. It was established to be a monitoring instrument to childhood situation in Egypt, as well as a means for childhood data collection, policies' development and interventions.

During its 10 years of existence, the line provided for in article 97 of the child law No 12 of 1996, amended by law number 126 of 2008 - has gained legal status as one of the most important national children protection mechanisms.

The National Council for Childhood and Motherhood strives to activate the national child protection network by forming general and sub committees for Childhood Protection in the different governorates according to Child Act No 126 of 2008. This initiation represents an important activation and support to the work of the child helpline 16000 as a new system of child protection at the decentralized level, complementing therefore the role of the child helpline. This protection network is in fact an important community mechanism to liaise between child helpline and children throughout the nation, to support children's access to services, and to ensure the availability of effective community stakeholders who are able to reach and act quickly wherever and whenever children are endangered.

Social impact of Egyptian Child Helpline during ten years:

- The Helpline, as a reporting mechanism through an easy number without any complicated procedures, broke barriers of community silence on various kinds of practices and threats endangering the lives of many children at different levels.
- Periodic reports of child helpline represent objective evaluation indicators of the performance of stakeholders agencies concerned with children. The follow up of responses carried out by the helpline determine the results of their actual intervention.
- The child helpline provided effective interventions in many issues, notably violations at hospices and orphanages that lacked control and follow up of the concerned agencies. Consequently, better follow-up and control are activated. Nevertheless, the helpline is still working on this issue.

- The child helpline is an effective and supportive mechanism not only to the work of committees for Childhood Protection against violence and danger on the national level, but also to the activation of its defined role according to amended child act No 126 of 2008.

- The family counselling line provided effective interventions regarding child marriage and child trafficking cases, which drove concerned governmental agencies to take more decisive action in dealing with reported cases.

- The existence of a specific community-based approach to defend the rights of the child reduces impunity of perpetrators.

- Improving the performance of civil society associations. The National Council for Childhood and Motherhood aimed to achieve this qualitative leap in the performance of these associations, emanating from the belief that effective participation of civil society organisations in addressing all community problems in general and childhood problems in particular is crucial.

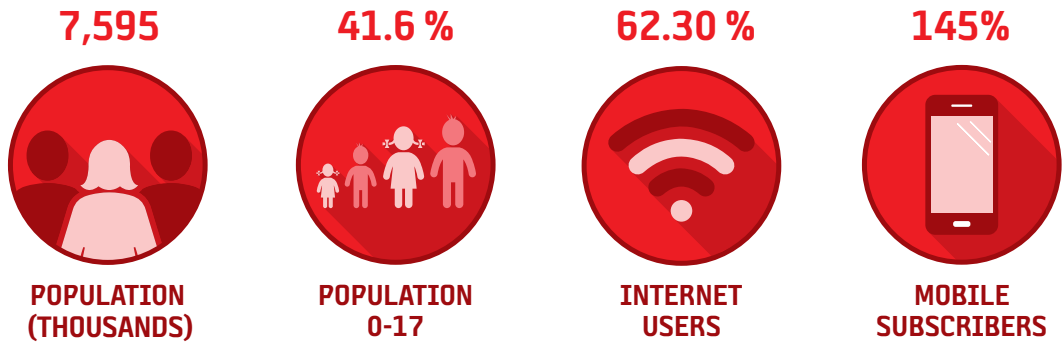
- The child helpline is a powerful family and psychological counselling mechanism, which represents a real support to Egyptian family to provide assistance regarding sound community upbringing methods, pedagogical ways of child treatment, as well as how to reduce impact of psychological problems on the child. The Council continued its efforts through family guidance programme and its newly established psychological counselling room.

The Egyptian child helpline has received over two million phone calls, intervened and provided different services and effective interventions to about 112,000 children during ten years of the line's lifetime from 2005-2015.

Jordan



Country Statistics⁴



Reasons for Contacting Child Helplines



According to a recent report²²⁰, by UNICEF²²¹ there is a newly established police unit on online crimes against children in Jordan.



This police unit is receiving specialised training, and also children are being educated on identifying risks of online exploitation and abuse; how to protect themselves; and how to report these crimes. This is an immediate and positive outcome of the UNICEF Global Programme and commitment.

Child Helpline Overview

The Jordan River Foundation, operating the service 110 for Families and Children helpline²²² since 2007, has been actively working on the issue of child abuse. According to figures²²³ shared by Family Protection Department (FPD), Jordanian child helpline's partner; in 2010, the FPD received a total of 8,605 cases of child abuse, which child protection professionals believe represent a small percentage of actual cases in Jordan.

The child helpline is already receiving calls on child online sexual exploitation and online harassment. Online trolling is a new term for them. The helpline has signed referral agreements with organisations that can take action. On receiving a case of CSEA, the child helpline follows its protocol of making a risk assessment of the child, making the child aware of his or her rights and referring the case to the Family Protection Department, the police, as well as other appropriate referral services (legal, psychosocial intervention etc.). Beyond these protocols, in cases of online harassment and abuse, the helpline seeks to reassure the children that it is not their fault and builds their trust, by giving them the opportunity to talk and explore their options.

A UNICEF Jordan Study (Violence against children in Jordan, Elayyan, 2007)²²⁴, found that 50% of children are physically abused by family members and school teachers and administrators, while around one third are physically abused by neighborhood adults and children. With regards to sexual abuse, 2 to 7 children out of every 100, are sexually abused by family members, schools teachers and administrators.

Reporting and Referral Relations

110 for Families and Children, under the Jordan River Child Safety Programme, utilizes a unique, holistic and integrated approach in tackling child abuse and follows protocols of the National Family Protection

System²²⁵, a pioneering multi-disciplinary, independent child protection system spearheaded by Jordan River Foundation in 1997. This allows effective intervention in cases of abuse; making Jordan the first country in the region to address the often taboo topic of child abuse. This model is coordinated through the National Task Force for Family Protection and operates under the umbrella of the National Council for Family Affairs (NCFA), which is represented by sixteen governmental and non-governmental organisations working in various sectors related to the well-being of families. Achievements of this first model for a Family Protection System include, a national framework for family protection, capacity building programmes, protocols and procedures to handle cases efficiently, and a national law on Family Protection.

Legislation

As per statements by officials²²⁶ in the cyber wing of Public Security Department, children are increasingly becoming victims of cyber crime in Jordan. Sexual abuse of children in particular, is becoming a common crime with an online dimension. Specific legislation²²⁷ on cyber crime has been enacted through the Law on Information Systems and Cybercrime²²⁸ and on cybersecurity, through the Electronic Transaction Act.²²⁹ Jordan does not have any national legislation pertaining to child online protection. For more details on current legislation on child sexual abuse material, please refer to ICMEC's Model Legislation and Global Review, 8th Edition 2016.⁵

Next Steps

The Jordanian child helpline has received training on COP from the Netherlands police and are beginning to develop their understanding of the issue. They are in the formative stages of developing the necessary skills to tackle such cases, ahead of offering more comprehensive COP services.

The child helpline's next steps include capacity building, training counsellors and conducting a situational analysis of the CSEA in Jordan. There is also a need to raise public awareness and advocate to make online child sexual abuse and exploitation a priority issue at a national level.

Case Study Palestine

Sawa 121



Sawa is a non-profit civil society organisation that aims to eradicate all forms of abuse and violence against the most vulnerable categories of the Palestinian society, women and children specifically. The organisation was established in 1998 by a group of volunteers and private donors and since then, it has been providing support, protection and counselling to anyone exposed to violence and abuse. Besides that, it has been promoting the principles of gender equality and social justice among Palestinian communities with the aim of developing a safer society for everyone to live in.

In 2004, Sawa set up the 'Palestinian Child Protection Helpline 121', a national telephone service operating on a three-digit, toll-free number and catering to all children and young people who are victims of violence. The helpline is operational seven days a week from 09:00 until 24:00 and it has 12 centres across the Palestinian territories. In 2014, Sawa operated a 24-hour emergency line to support people affected by the Israeli military operation in the Gaza Strip. Staff at Sawa 121 is trained to provide high quality, psychosocial assistance mainly via the telephone. The team can also be reached through Facebook chats and emails. In 2015, Sawa 121 answered more than a million and a half calls. Above 24 thousands of those callers received counselling and support from Sawa's staff and volunteers.

The main goals of the 'Palestinian Child Protection Helpline 121' include:

- To provide active support to children and youth in distress.
- To turn the problem of child abuse from a merely domestic perspective into a community issue, in order to enhance good citizenship and break societal silence and passivity.
- To raise community awareness on violence against children by educating children and young people.
- To build a referral network of government and civil society organisations working in the field of child protection.
- To produce educational material on subjects related to child protection.

Alongside the telephone service, Sawa has launched various programmes of awareness raising and education. Communities are the target group of these projects, which address issues of gender-based violence and sex education. These talks take the form of lectures, workshops and campaigns whereas Sawa 121 child helpline data is presented through periodic reports such as the 2011 'Reality and Challenges – Child Protection Helpline Palestine 121', which includes the analysis of documented incoming calls between 2009 and mid 2011.

Among the most successful educational projects run by Sawa, it is worth mentioning:

- The 'Mobile Psychosocial Clinic', an outreach service for marginalized communities living in remote areas of the country.
- The 'Come and Let's Talk' programme, whose aim is to facilitate the communication between parents and children and to set the ground for a constructive dialogue based on mutual respect.
- The 'Face-to-face Counselling Centre', a specialised programme providing psychosocial personalised counselling for all people in different age groups and life stages (e.g. as family, school, work and so on).
- The 'Voluntary Programme', which aims to attract university students and graduates seeking to develop their professional skills and leanings. Volunteers, who join the programme, are integrated in the various activities run by the organisation and trained accordingly. From 1998 to 2015, Sawa provided training to over 600 volunteers as well as to dozens of other professionals such as doctors, police officers, public prosecutors and counsellors both in Palestine and outside the country. In 2010, a training course on telephone counselling was held in the city of Sulamaniyya, in Iraqi Kurdistan.

In the past years, Sawa 121's data has highlighted a considerable number of contacts related to online CSEA. Shares of such contacts are still low in comparison with issues of offline child abuse and violence, but numbers are seemingly increasing year after year. In 2015, the child helpline reported nearly 500 cases of cyberbullying, the majority of which were experienced by girls, whereas the previous year the helpline had reported only 60 contacts on the same topic.

To tackle this phenomenon, SAWA has been producing awareness raising material on cyberbullying and organised a number of prevention campaigns in private schools and during summer camps. The organisation is also part of a multi-stakeholder coalition on COP that has already created a manual and a glossary of terms as an initial attempt to define online CSEA. Furthermore, the helpline is training staff on specific COP issues although they have not developed yet any standardised response protocols to deploy in case CSEA material is reported.

In 2015, Sawa was selected among 24 other organisations around the world as the winner of the 'Stars Impact Award' in the MENA region for its work in supporting victims of domestic and sexual violence in Palestine.

End Notes

- ¹ <https://www.itu.int/en/ITU-D/Statistics/Documents/facts/ICTFactsFigures2015.pdf>
- ² <http://srsg.violenceagainstchildren.org/sites/default/files/2016/End%20bullying/bullyingreport.pdf>
- ³ <http://www.weprotect.org/the-model-national-response/>
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- ⁵ <http://www.icmec.org/wp-content/uploads/2016/02/Child-Pornography-Model-Law-8th-Ed-Final-linked.pdf>

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- ⁶ http://orgchi-tukhnakal.savviihq.com/wp-content/uploads/2017/05/LEAP_Nairobi.pdf

Kenya

- ⁷ <http://www.childlinekenya.co.ke/>
- ⁸ <http://watotowatchnetwork.org/about-us/>
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- ¹⁰ http://www.ca.go.ke/images/downloads/sector_legislation/Kenya%20Information%20Communications%20Act.pdf
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- ¹² http://www.chr.up.ac.za/undp/domestic/docs/legislation_40.pdf
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Madagascar

- ¹⁵ http://www.afapdp.org/wp-content/uploads/2015/01/Loi-n%C2%B02014-006_fr.pdf
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Namibia

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- ²⁰ <https://www.newera.com.na/2016/03/02/page/3/>
- ²¹ http://www.unicef.org/namibia/CCPA_FINAL_DRAFT_COMPLETE_clean_copy__09june_2010__sent_9_July.pdf
- ²² <http://www.namibiansun.com/local-news/risk-for-children-goes-digital.91275>

Uganda

- ²³ <https://www.iwf.org.uk/>
- ²⁴ <http://www.cert.ug/>
- ²⁵ <http://internetsociety.ug/>
- ²⁶ https://www.itu.int/en/ITU-D/ security/Documents/Country_Profiles/Uganda.pdf
- ²⁷ <http://www.ulii.org/search/ulii/computer%2520misuse%2520act>
- ²⁸ <http://www.ulii.org/ug/legislation/consolidated-act/120/>
- ²⁹ https://www.nita.go.ug/sites/default/files/publications/National%20Information%20Security%20Policy%20v1.0_0.pdf
- ³⁰ <http://www.ulii.org/search/ulii/Prevention%2520of%2520Trafficking%2520in%2520Persons%2520Act>
- ³¹ http://www.newvision.co.ug/digital_assets/ee309f7c-2fc9-42bf-89db-4a2133d4cd81/The-Anti-Pornography-Act-2014.pdf

THE AMERICAS

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- ³³ [http://www.ecpat.net/sites/default/files/Regional CSEC Overview_Latin America \(English\).pdf](http://www.ecpat.net/sites/default/files/Regional CSEC Overview_Latin America (English).pdf)
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Brazil

37 <http://new.safernet.org.br/helpline>
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