



Arab Republic of Egypt
Ministry of Communications
and Information Technology



ITU REGIONAL STRATEGY WORKSHOP ON CHILD ONLINE PROTECTION (COP) FOR THE ARAB REGION:

EMPOWERING THE FUTURE DIGITAL CITIZENS

**MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY – SMART VILLAGE
EGYPT, 25 -26 OCTOBER 2015**

ABOUT CHILD HELPLINE INTERNATIONAL

THE ROLE OF CHILD HELPLINES IN ONLINE PROTECTION

WHAT INDUSTRY CAN DO TO

ABOUT CHILD HELPLINE INTERNATIONAL

2003

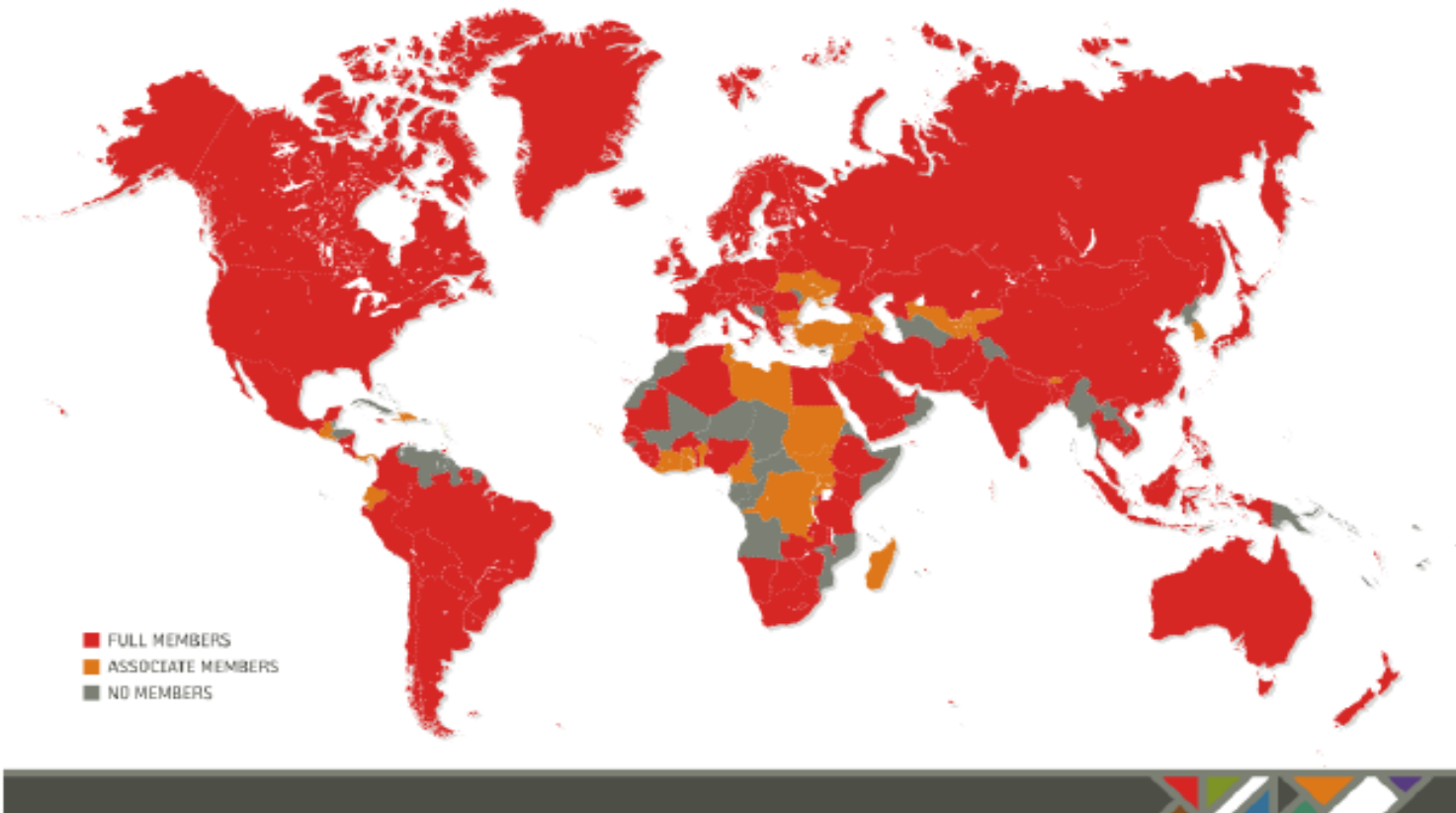


145 COUNTRIES

192 ORGANISATIONS



The Global Network of Child Helplines Membership



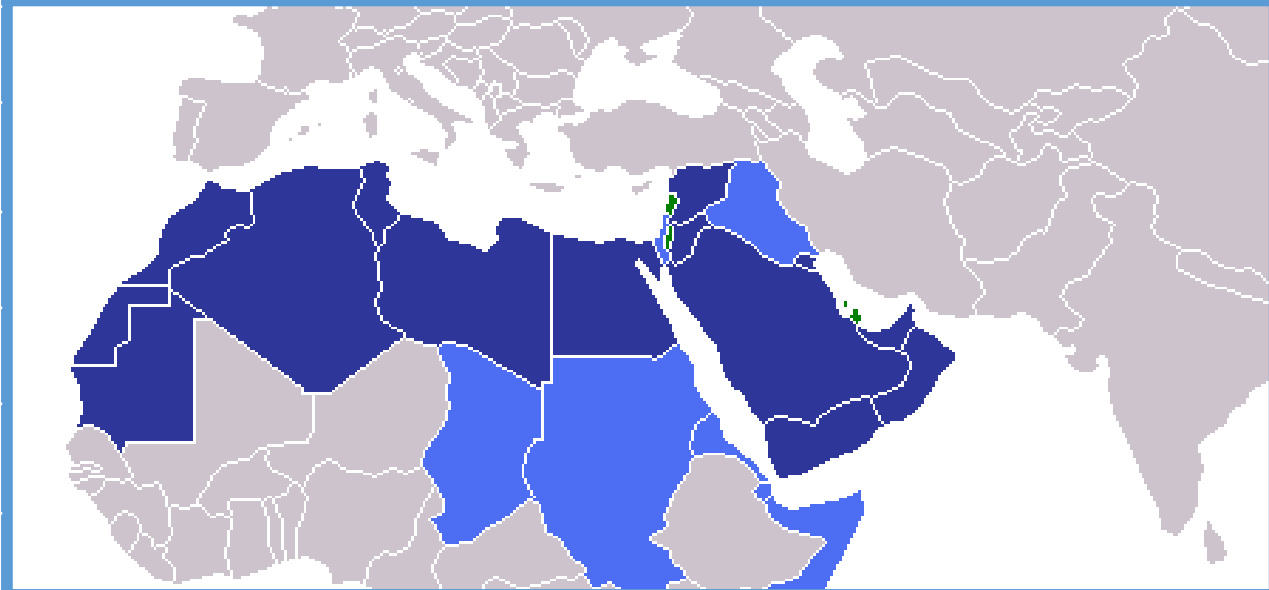
FULL MEMBERS IN MENA



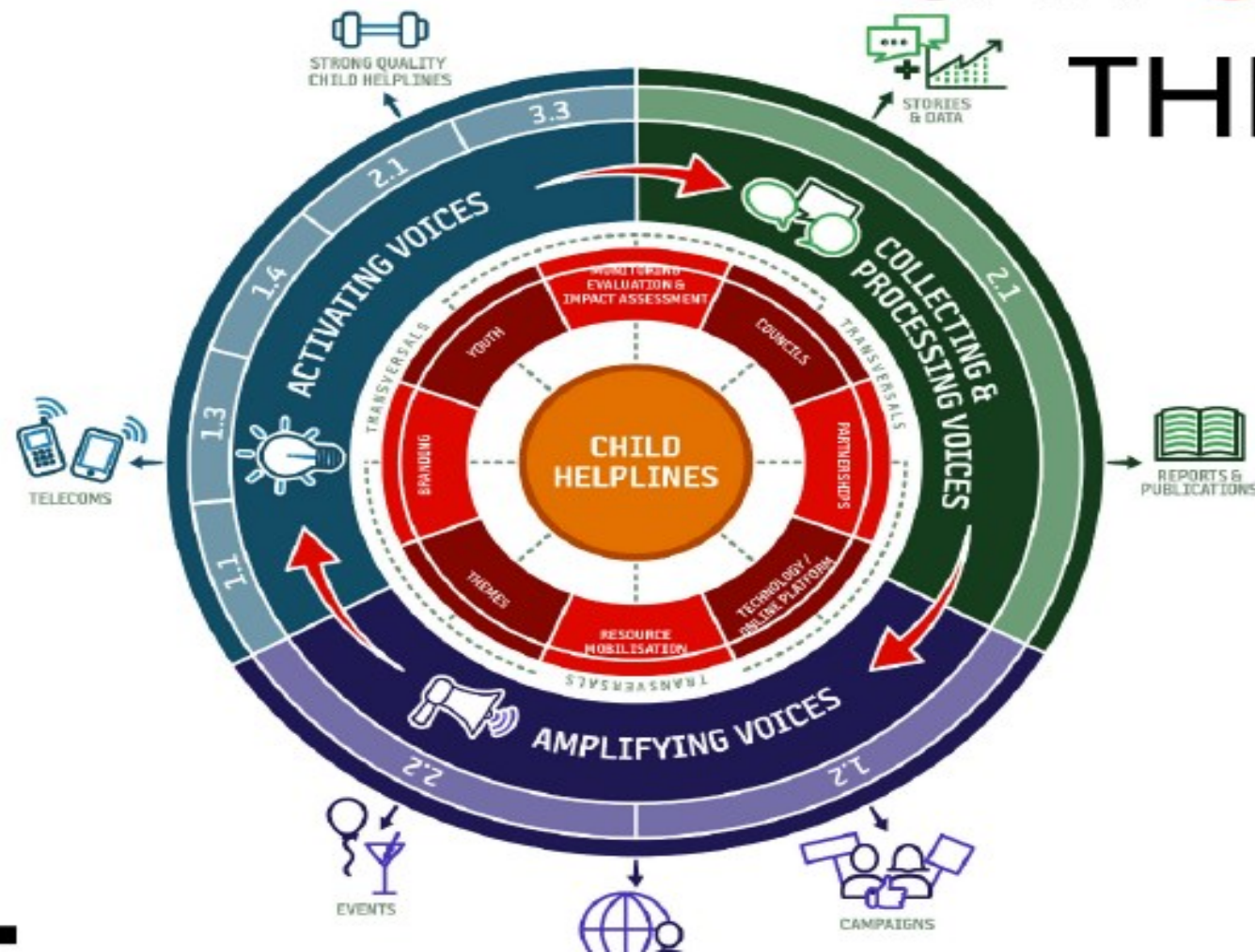
ASSOCIATE MEMBERS IN MENA

ALGERIA	NADA
BAHRAIN	Ministry for Social Affairs
EGYPT	The National Council for Childhood and Motherhood
IRAN	SPRC Sedaye Yara
IRAQ	Ministry of Labor and Social Affairs
JORDAN	Jordan River Foundation
PALESTINE	SAWA
QATAR	Qatar Foundation for Children and Women's Protection
SAUDI ARABIA	National Family Safety Programme
U.A.E SHARJAH	Social Service Department
U.A.E DUBAI	Dubai Foundation for Women and Children
YEMEN	Arab Human Rights Foundation

LEBANON	Higher Council for Childhood
LEBANON	Naba'a
LIBYA	Libyan Association for Child Rights
SUDAN	National Council for Child Welfare
TUNISIA	Tunisian Association for Child Rights
U.A.E ABU DHABI	Social Support Centre UAE

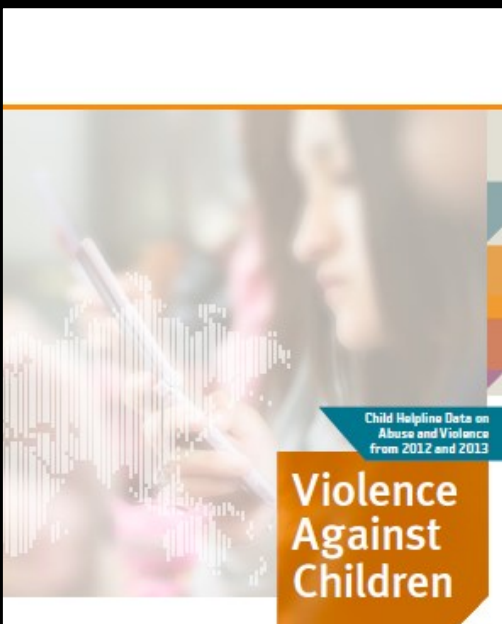


HOW ONE CHILD'S VOICE CAN CHANGE THE WORLD



CHI Child Helpline International

CHILD HELPLINE INTERNATIONAL DATA



Giving a Voice to Children

Child Helpline International

قضايا حالية << أصوات الأطفال والشباب في الشرق الأوسط وشمال إفريقيا

2013 - 2013
126 مليون اتصال

منح أطفال وشباب العالم الصوت المسموع

Child Helpline International

The Voices of Children and Young People

Child Helpline Data from 2012 and 2013

Giving a Voice to Children and Young People Worldwide

ALL OUR PUBLICATIONS ARE AVAILABLE AT:
<http://www.childhelplineinternational.org/resources>

Romania

Name of the child helpline: Telefonul Copilului

Child helpline organisation: Asociația Telefonul Copilului

Child helpline's email address: telefonulcopilului@gmail.com

Website address: www.telefonulcopilului.ro

Child helpline's administration phone number: +40 21 411 08344

Toll free status: Toll free from landline and mobile

Child helpline phone number: 116 111

Year of establishment: 2001

No of contacts since 2003: 683,422

Reasons for contact - year (in%)

Year	Abuse and violence	Commercial exploitation	Discrimination	Family relationships	HIV/AIDS infected/affected children	Homelessness/runaways/basic needs	Legal matters	Peer relationships	Physical health	Psycho-social, mental health	School related	Sexuality and sexual awareness	Substance use and abuse
2003	18	2	1	1	1	1	1	1	1	1	1	1	1
2004	18	2	1	1	1	1	1	1	1	1	1	1	1
2005	18	2	1	1	1	1	1	1	1	1	1	1	1
2006	18	2	1	1	1	1	1	1	1	1	1	1	1
2007	18	2	1	1	1	1	1	1	1	1	1	1	1
2008	18	2	1	1	1	1	1	1	1	1	1	1	1
2009	18	2	1	1	1	1	1	1	1	1	1	1	1
2010	18	2	1	1	1	1	1	1	1	1	1	1	1
2011	18	2	1	1	1	1	1	1	1	1	1	1	1
2012	18	2	1	1	1	1	1	1	1	1	1	1	1

Number of contacts per communication method - year

Year	Chat	E-mail	Postal	SMS	Telephone (answered)	Telephone (unanswered)	Outreach	Visits to site	Walk-in/in person
2003	0	0	0	0	0	0	0	0	0
2004	0	0	0	0	0	0	0	0	0
2005	0	0	0	0	0	0	0	0	0
2006	0	0	0	0	0	0	0	0	0
2007	0	0	0	0	0	0	0	0	0
2008	0	0	0	0	0	0	0	0	0
2009	0	0	0	0	0	0	0	0	0
2010	0	0	0	0	0	0	0	0	0
2011	0	0	0	0	0	0	0	0	0
2012	0	0	0	0	0	0	0	0	0

Age group - by gender (in%)

Age Group	Male (%)	Female (%)
0-6	10	1
7-9	10	1
10-12	10	1
13-15	10	1
16-17	10	1
18-25	10	1
25+	10	1

Boy/girl - reasons for contact (in%)

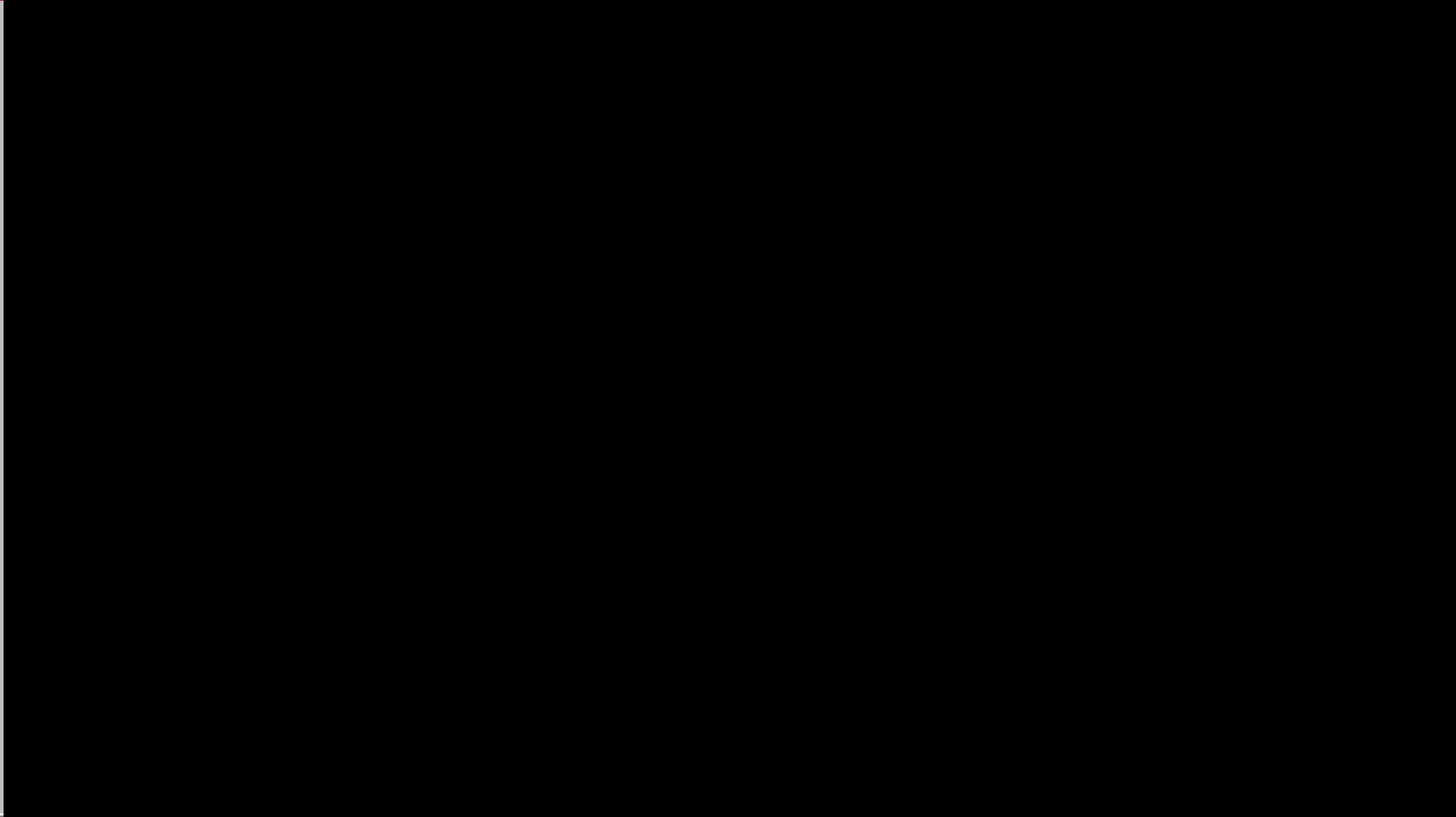
Reason	Boys (%)	Girls (%)
Abuse and violence	41	38
Commercial exploitation	7	11
Discrimination	14	12
Family relationships	6	8
HIV/AIDS infected/affected children	18	10
Homelessness/runaways/basic needs	4	1
Legal matters	1	1
Peer relationships	1	1
Physical health	1	1
Psycho-social, mental health	1	1
School related	1	1
Sexuality and sexual awareness	1	1
Substance use and abuse	1	1

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WHAT INDUSTRY CAN DO TO

WHAT HAPPENS WHEN YOU CONTACT A CHILD HELPLINE

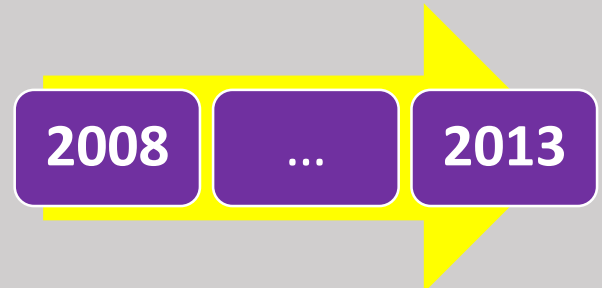


SAWA 121 PALESTINE



Palestinian Territory	Total
Attempted	2,117,356
Answered	1,324,154
Responded	103,523
Unanswered	793,202

Hebron Governorate 10.1%
Ramallah 5%
Jenin 4.7%
Gaza City 20.1%
Rafah 7%
Khan Yunis 6.4%
33.5% unrecorded



SAWA 121 PALESTINE



Reasons for contact	2008	2009	2010	2011	2012	2013	Grand Total
Body/physical appearance	0	0	0	0	0	0	0
Boredom	0	268	579	569	410	953	2,779
Depression	11	203	466	275	358	939	2,252
Eating disorders	0	0	0	0	26	48	74
Fear and anxiety	123	1,019	1,658	1,018	964	1,874	6,656
Identity and purpose of life	0	40	660	87	92	290	1,169
Lack of confidence	153	237	331	294	326	651	1,992
Loneliness	0	218	305	308	268	630	1,729
Phobias and obsessions	2	0	32	72	115	251	472
Self harm	1	17	58	71	82	146	375
Suicide	1	80	314	120	31	369	915
Unspecified / Other	0	436	819	682	980	0	2,917
Grand Total	291	2,518	5,222	3,496	3,652	6,151	21,330

Palestinian Territory	Total
Abuse and Violence	57,405
Psycho-social, mental health	21,330
Grand Total	78,735

WHAT CHILDREN ARE TALKING ABOUT - ONLINE

Use of Personal
Information
(Photo/Video)

Cyberbullying
Gossiping / Rumors/
Outing

Harassment

Flaming / Fighting

Sexting

Cyberstalking

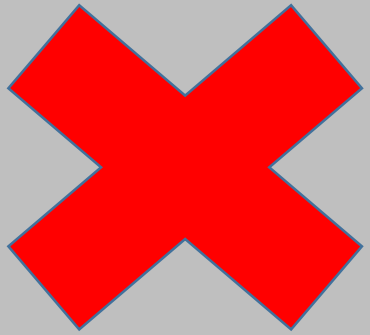
Fake social media
accounts

Questions about safe
use of social media

Reporting

THE ROLE OF CHILD HELPLINES IN CHILD ONLINE PROTECTION

PREVENTION



**COUNSELING -
REFERRAL**



**REPORTING -
IN CONSENSUS
WITH THE
CHILD**



**POLICY
DEVELOPMENT**



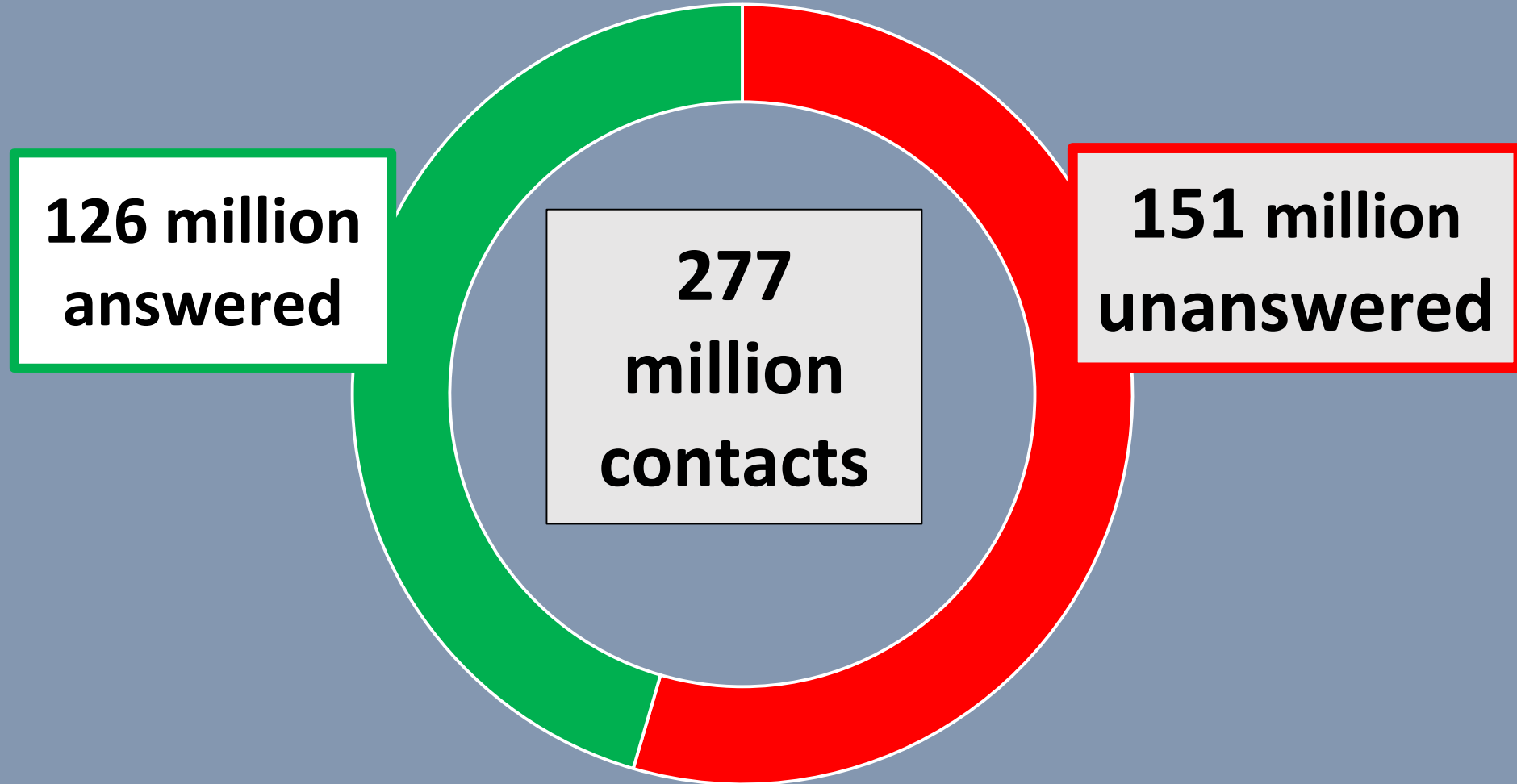
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WHAT INDUSTRY CAN DO TO

WE NEED TO ANSWER EVERY CALL FROM EVERY CHILD

2004-2014



OUR CAMPAIGN FOR INDUSTRY SUPPORT
TO ANSWER EVERY CALL FROM EVERY CHILD

Free our Voices.org

#freeourvoices

COOPERATION BETWEEN INDUSTRY AND CIVIL SOCIETY



[ABOUT US](#) [WHAT WE DO](#) [MEMBERSHIP](#) [NEWSROOM](#)

[GSMA Intelligence](#) [Mobile World Live](#)

SEARCH



GSMA JOINS FORCES WITH CHILD HELPLINE INTERNATIONAL TO PROMOTE CHILD PROTECTION WORLDWIDE

November 20, 2014 | Press Release

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20 NOVEMBER 2015 – 25th BIRTHDAY OF THE UNCRC

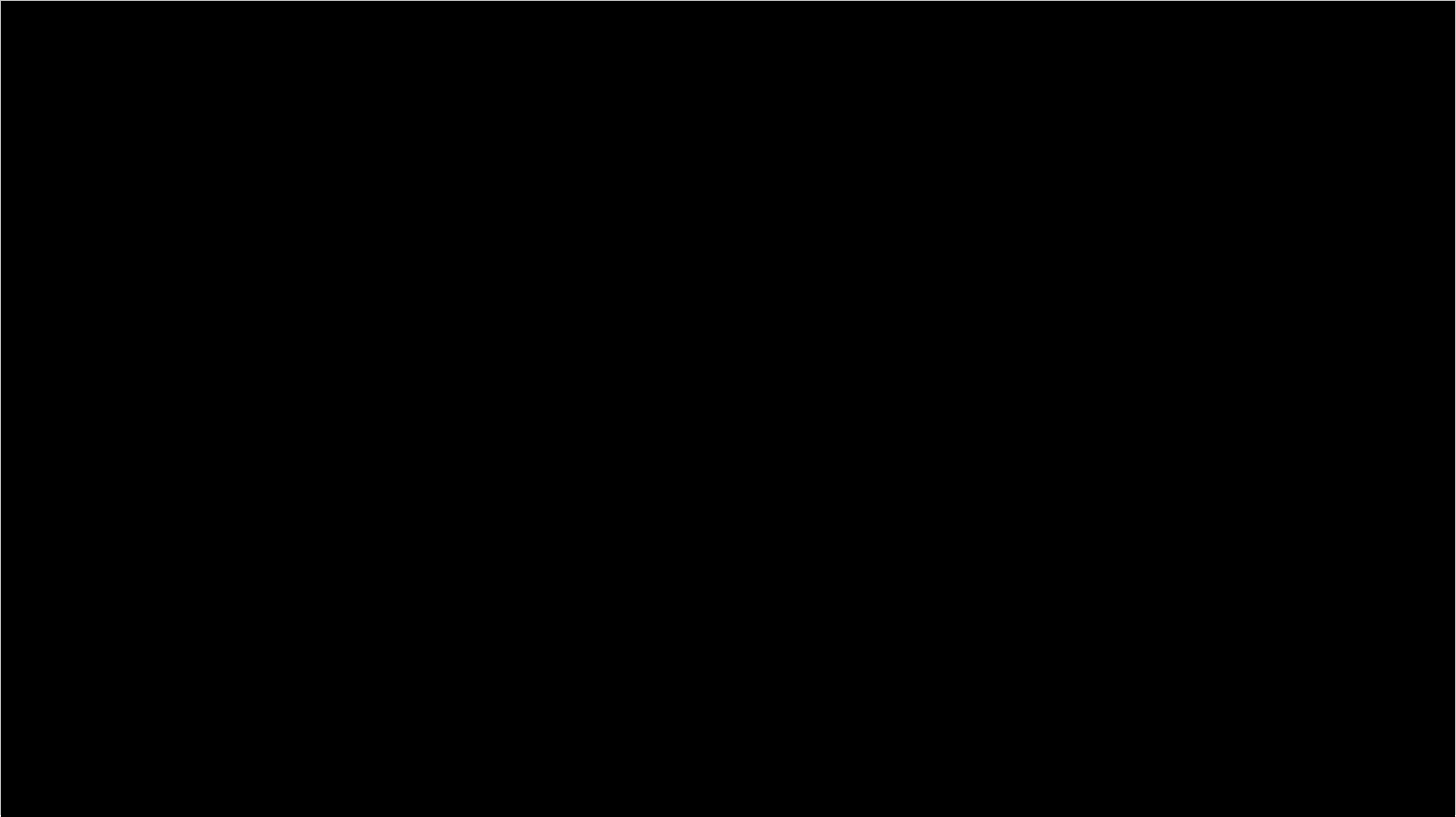
GSMA's Chairman, Jon Fredrik Baksaas (CEO of Telenor Group), discusses the rights of the child



Jon Fredrik Baksaas,
Chairman of the GSMA and CEO of Telenor Group

...to protect young people and safeguard **their right to be heard**. The GSMA and CHI have signed an agreement that establishes a **roadmap for promoting child helplines** across the globe, including measures to **strengthen relationships between national mobile operators and their in-country helplines** and foster collaboration on issues such as a **safer Internet for children**.

GSMA HOSTS EXCHANGE BETWEEN MOBILE OPERATORS AND CHILD HELPLINES



SPECIFIC COOPERATION PROJECTS IN THE MENA REGION



WHAT INDUSTRY CAN DO...

...TO SUPPORT CHILD HELPLINES:

- **MAKING CALLS TO CHILD HELPLINES FREE OF COSTS FOR THE CHILD AND FOR THE CHILD HELPLINES SUPPORT CHILD HELPLINES**
- **DEVELOP PREVENTION TOOLS AND MATERIAL FOR CHILDREN TOGETHER WITH CHILD HELPLINES**
- **TRAIN CHILD HELPLINES SO THEY CAN PLAY THE ROLE CHILDREN CHILDREN WANT THEM TO PLAY**



15-17 February 2016
League of Arab States - Cairo



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<http://www.youtube.com/childhelplineinternational>

THANK YOU

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