

Durban Resolutions on the role of child helplines in child protection

We, child helplines operating in 136 countries, uphold the child's rights to be heard and to be protected from violence. The United Nations Committee on the Rights of the Child and the UN Study on Violence Against Children have recognised child helplines' role as a key tool for prevention and protection of abuse and violence against children (General Comments on articles 12 and 19 of the Convention on the Rights of the Child and UNVAC Study Recommendation 8).

Over the past 10 years, children and young people in need of care and protection have made more than 140 million contacts with child helplines worldwide. Child helplines listen, provide counseling, refer, and if needed, provide other services in cooperation with partner stakeholders.

Gathered in Durban (South Africa) on 19 October 2012 for the Sixth International Consultation of Child Helpline International, these child helplines resolve to ensure that every child has access to a child helpline through:

- a) Ensuring that child helplines are available in every country in the world;
- b) Advocating for sustainable funding for all child helplines; and,
- c) Partnering with technology and communications firms to ensure that children's communication needs are met.

We call upon our partners in governments, agencies and the private sector to:

1. Recognise child helplines' unique capacity to bring the voices of children to bear on strengthening child protection;
2. Partner with child helplines to ensure that they are sustainable and accessible for all children free of charge; and,
3. Ensure that the post 2015 Sustainable Development Goals (SDGs) include the protection and empowerment of children and young people.