



## Press release

### Press Club «The Introduction of a pan-European children`s “hot line” phone number

#### 116 111 in Ukraine – step towards children»

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Press Center «Ukrinform»

In June 1, 2017, at the International Day for Protection of Children, the national “hot line”, that is functioning on the basis of the Civil Society Organization “La Strada-Ukraine”, will introduce consultation on the phone number **116 111**. The phone number was allocated by the decision of the National Commission for the State Regulation of Communications and Information №131 from 14.03.2017. Ukrainian mobile network operators “Kyivstar” and “lifecell” were the first who fulfilled such decision with the assistance from the Ukrainian Association of Mobile Network Operators “Tellas”. Such phone number is already functioning in 20 European countries as agreed phone number to advise the children on the phone.

*“The introduction of the phone number 116111 as a “hot line” to help children correspond to the decision of the Commission of the European Communities 2007/116/EC “On the reservation of phone number starting with “116” for harmonized services of social value”. The harmonization of such numbers is important to ensure that such services are available to all consumers at the European space. Operators of mobile networks in Ukraine really supports socially important public initiatives to provide such telephone number for emergency situations to children that are in need of attention and protection.” Ivan Hohotva Director of the Department of Communications of the National Commission for the State Regulation of Communications and Informatization.*

This phone number is easy to access by mobile and wireline phones, it should improve the access of children to the consultations. It is realization of principles of UN Convention on the Rights of the Child and other international duties of Ukraine.

*“The introduction of the phone number 116 111 for the National “hot line” was very important for us as for members of CHI. We are sure that it should significantly improve the access of the children to the “hot line”. We are thankful to state authorities and social responsible business for the opening of the phone number. Thus, we made the step towards children.” Kateryna Levchenko, The President of the Civil Society Organization “La Strada-Ukraine”.*

The allocation of the Phone Number **116 111** has been made possible by the international cooperation of the Child Helpline International in the field of the children`s rights protection and by the international cooperation of the GSMA. CSO “La Strada-Ukraine” is the member of the Child Helpline International and mobile network operators “Kyivstar” and “lifecell” are members of the GSMA. This is an example of the Ukrainian integration into the international campaign of improvement of children`s access to the consultations on the “hot lines” – Euro integration in action.






*“Children – are our most precious treasure, our joy and our future. We must realize the responsibility for small children, replenish their harmony and beauty of their world, give them love and confidence in the future. That is why the sacred duty of the authorities, the public and all of us are to provide them the rights of childhood. I am confident that by combining efforts, we will do everything to protect children and protect them from the bitter disappointment and disbelief. Because it depends on us, adults, which fate will have every child and thus the new generation of Ukrainians.*

*Therefore, the introduction of the consultation via the National Children “hot line” at a short number 116 111 at International Day for Protection of Children, which operates through dedicated work of NGO “La Strada - Ukraine” – is a very important step toward the children”. **Leonid Osherov, chairman of the Ukrainian Association of Mobile Network Operators “Tellas”***

*“The “lifecell”, as the social responsible company, has been realizing a project of providing short phone numbers for internal and international organizations of children search, of combatting trafficking, of prevention of gender discrimination and domestic violence. By the participating in initiative of presentation of children`s “hot line” 116 111, we are widening our channels of support and help to the most vulnerable members of Ukrainian society. As far as today children safety is the primary goal for all adults and the joint task of the state, public sector and business”. **Lyudmyla Stecenko, leading specialist of public relations of mobile network operator “lifecell”.***

The principle of the National children`s “hot line” is participation of children. In the video made for the opening of the new phone number, children appeal to the same age children and tell them about the “hot line”. Such form of involvement of children is widely used by members of the Child Helpline International.

### **Reference information about National children “hot line”:**

-  the line operates since 2013;
-  the line is a member of Child Helpline International (CHI);
-  the line is the informational source about children and for children, 15% of calls in 2016 are from adults;
-  consultations are free to charge, anonymous and confidential;
-  since 2013 the line received more than 143 000 calls;



in 2016, the line get and answered to 45 392 applications;

- the operation of the line is possible due to the support of the UNICEF, Diakonie, Ecpat, German humanitarian assistance, Bread for the World, Fund "Renaissance", etc.

The representatives of the Ministry of Social Policy of Ukraine, Ministry of Internal Affairs of Ukraine, National Police of Ukraine, Ministry of Education and Science of Ukraine, civil society organizations that are working in the field of children`s rights protection and that were filmed in the video, took part in the Press club.

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