

Një numër  
telefoni  
për të gjithë  
fëmijët



# ALO 116: We always answer when a child calls!

ALO 116 - The Albanian National Child Helpline is a free of charge service available to children and young people, 24 hours a day, every day of the week. ALO 116 was officially launched on 1 June 2009. ALO 116 receives on average about 400 calls / per day. During these 4 year of work we have received more than 477,066 phone calls of which 12 351 cases were treated.

**UNICEF** Albania and Child Helpline International (CHI) have had an intensive collaboration in establishing and consolidating ALO 116-Albanian National Child Helpline. In 2008 UNICEF worked closely with CHI's experts to prepare the baseline for the establishment of ALO 116. On 1 June 2009, UNICEF and their local partner CRCA Albania, officially launched ALO 116 thanks to the experience and expertise provided by CHI such as the twinning of ALO 116 with the Smile of the Child in Greece and expertise for training of experts and counselors of ALO 116. In order to maintain and strengthen the quality of the service of ALO 116 for children in Albania, UNICEF strongly supported ALO 116 to become a full member of

Child Helpline International (CHI) as an opportunity to bring together Albanian children's voices with those of Europe and the world.

ALO 116 is a main example of a good practice of how UNICEF, civil society organizations, public authorities and business sector came together with the aim to help every child in risk and in need of protection. UNICEF together with the local partner CRCA Albania build and facilitated the process where ALO 116 as a model of child protection for referral and counseling, is supported by national authorities to overcome technical and practical obstacles, while all mobile and fix phone companies come together to provide free of charge calls for children and to the helpline. This kind of partnership, where all the partners from different sectors come together to protect children is the best example on how society answers to children's needs.





Children report at ALO 116 these main concerns: **513** cases of physical abuse, **118** cases of sexual abuse and **188** cases of emotional abuse; **361** cases, children witness domestic violence; **432** cases, where children have problems with their teachers and **350** cases of academic performance. Some **236** cases are related to bullying; **2538** cases of children report problems with their peers; **208** cases deal with parents' divorce, **944** cases of child-parent relationships, while **199** cases are related to relations with siblings; **1158** cases information on psychoactive substances; **162** cases of boredom and depression;

**ALO 116 talks to children in some of their most difficult moments in life. Children share with us the problems they face in the family, school and society. The main principles of our work are:**

- ALO 116 is free of charge to all children, 24 hours per day, 7 days a week;
- ALO 116 serves to all the children and makes possible child participation;
- ALO 116 advices and informs children;
- ALO 116 refers every case, to public or private child protection services;
- ALO 116 strives to guarantee the highest standards of service;
- ALO 116 believes that every child and young person, enjoys equal rights.

[www.crca.al](http://www.crca.al)  
[www.alo116.al](http://www.alo116.al)

