



NATIONAL CONTEXT MAP

MAP CONTACTS

COUNTRY	LOCAL AGENCIES AND ORGANISATIONS	CHILD HELPLINE
Albania	<p><u>Ministry of Health and Social Protection – State Agency on Child Rights and Protection</u></p> <ul style="list-style-type: none"> • Rruga e Kavajës 25, Tiranë 1001, Shqipëri • +355 4 2376 178 • info@shendetesia.gov.al 	<ul style="list-style-type: none"> • 16 111 • ALO 116
Andorra	<p><u>Ministry of Social Affairs, Justice and Interior</u></p> <ul style="list-style-type: none"> • Av. Príncep Benlloch, 30, 4t pis., AD500 Andorra la Vella • +376 874 800 • info@mlsa.am 	<ul style="list-style-type: none"> • 175
Armenia	<p><u>Ministry of Labor and Social Affairs</u></p> <ul style="list-style-type: none"> • Government Building 3, Republic Square, Yerevan 0010 • +374 010 56 53 83 • info@mlsa.am 	<ul style="list-style-type: none"> • +374 10 32 25 00
Austria	<p><u>Federal Ministry for Social Affairs, Health, Care and Consumer Protection</u></p> <ul style="list-style-type: none"> • Stubenring 1, 1010 Vienna • +43 1 711 00 • post@sozialministerium.at 	<ul style="list-style-type: none"> • 147
Azerbaijan	<p><u>State Committee for Family, Women and Children Affairs</u></p> <ul style="list-style-type: none"> • Ü.Hacıbəyli 80, Hökumət Evi, IV Qapı • +994 12 493 0092 • office@family.gov.az 	
Belarus	<p><u>Ministry of Education</u></p> <ul style="list-style-type: none"> • 9 Sovetskaya Street, Minsk, 220010 	

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Belgium	National Commission on the Rights of the Child (NCRC)	• 103
Bosnia and Herzegovina	Ministry of Human Rights and Refugees • TRG BiH 1, 71000 Sarajevo • +387 33 202 600 • cabinet.ministra@mhrr.gov.ba	• 080 05 03 05
Bulgaria	State Agency for Child Protection (SACP) • +359 2 933 90 10 • sacp@sacp.government.bg	• 116 111
Croatia	Ministry of Labour, Pension System, Family and Social Policy • Ulica grada Vukovara 78, 10000 Zagreb • +385 1 555 7015 • pisarnica@mrosp.hr	• 116 111 • Hrabri Telefon
Cyprus	Social Welfare Services district offices • 63 Prodromou Av., 1468 Nicosia • +357 22406610 • deputyministry@dmsw.gov.cy	• 1456
Czech Republic	Ministry of Labour and Social Affairs • +420 221 921 111	• 116 111 • Linka bezpečí
Denmark	Danish National Centre for Social Research (SFI) • +45 33 48 08 00	• 116 111 • Børns Vilkår
England and Wales	NSPCC (National Society for the Prevention of Cruelty to Children) Action for Children NYAS (National Youth Advocacy Service)	NSPCC • 0808 800 5000 • help@nspcc.org.uk Childline • 0800 1111 NYAS Helpline • 0808 808 1001
Estonia	Estonian Social Insurance Board (ENSIB) • Paldiski mnt 80, 15092 Tallinn • 116 111 • info@sotsiaalkindlustusamet.ee	• 116 111 • Lasteabi

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Faroe Islands	<p><u>Barnaverndarstova Føroya (Child Protection Agency)</u></p> <ul style="list-style-type: none"> • R. C. Effersøesgøta 26, 100 Tórshavn • +298 30 24 80 • bvs@bvs.fo <p>Child Welfare Services (Northern Islands)</p> <ul style="list-style-type: none"> • Klaksvíkvegur 7, 700 Klaksvík • +298 41 00 00 (office hours) / +298 21 91 81 (emergency after hours) • barnavernd@klaksvik.fo 	
Finland	<p>Finnish Institute for Health and Welfare (THL)</p> <ul style="list-style-type: none"> • +358 29 524 6000 • info@thl.fi <p><u>Child Welfare Services (City of Helsinki)</u></p> <ul style="list-style-type: none"> • +358 9 310 62040 	<ul style="list-style-type: none"> • 116 111 • MLL
France	<p><u>Direction de la Protection Judiciaire de la Jeunesse (DPJJ)</u></p> <ul style="list-style-type: none"> • +33 1 44 77 60 60 • 35 rue de la Gare, 75019 Paris, France 	<ul style="list-style-type: none"> • 119
Georgia	<p><u>Georgia Division of Family & Children Services (DFCS)</u></p>	<ul style="list-style-type: none"> • 1-855-GA-CHILD (1-855-422-4453)
Germany	<p><u>Bundesministerium für Bildung, Familie, Senioren, Frauen und Jugend – the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (BMFSFJ)</u></p>	<ul style="list-style-type: none"> • 0800 111 0 333 • Nummer gegen Kummer
Gibraltar	<p>Department of Social Services</p> <ul style="list-style-type: none"> • +350 200 78528 • socialservices@gibraltar.gov.gi 	<ul style="list-style-type: none"> • 8008 • Childline Gibraltar
Greece	<p><u>Ministry of Labour and Social Affairs</u></p> <ul style="list-style-type: none"> • +30 213 151 6649 • info@yeka.gr 	<ul style="list-style-type: none"> • 1056 • Smile of the Child
Hungary	<p>Ministry of Human Capacities (EMMI)</p> <ul style="list-style-type: none"> • +36 1 795 1200 • ugyfelszolgalat@emmi.gov.hu 	<ul style="list-style-type: none"> • 116 111

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Iceland	Ministry of Social Affairs <ul style="list-style-type: none"> +354 545 8100 postur@fsmr.is 	
Israel	Ministry of Labor, Social Affairs and Social Services <ul style="list-style-type: none"> +972 2 508 5402 dover@molsa.gov.il 	
Italy	Ministero della giustizia Protezione dei minori Via Damiano Chiesa, 24 – 00136 Roma <ul style="list-style-type: none"> +39 06.681881 v dgmc@giustizia.it 	<ul style="list-style-type: none"> 1 96 96 Telefono Azzurro
Kazakhstan	Ministry of Labor and Social Protection <ul style="list-style-type: none"> +7 7172 74 37 04 info@mlsp.gov.kz 	
Kosovo	Ministry of Labour and Social Welfare <ul style="list-style-type: none"> +383 38 200 15702 info@rks-gov.net 	<ul style="list-style-type: none"> 0800 11112
Latvia	State Inspectorate for Protection of Children's Rights <ul style="list-style-type: none"> +371 67 359 128 pasts@bti.gov.lv 	<ul style="list-style-type: none"> 116 111
Liechtenstein	Amt für Soziale Dienste (Office of Social Services): <ul style="list-style-type: none"> Äulestrasse 51, 9490 Vaduz, Liechtenstein +423 236 72 72 info.asd@llv.li Office of Social Services <ul style="list-style-type: none"> +423 236 72 72 asd@llv.li 	
Lithuania	State Child Rights Protection and Adoption Service <ul style="list-style-type: none"> +370 5 231 0928 info@vaikoteises.lt 	<ul style="list-style-type: none"> 116 111 Vaiky linija

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Luxembourg	Ministry of Family Affairs, Integration, and the Greater Region <ul style="list-style-type: none"> +352 247 86500 info@fm.etat.lu 	
Malta	Foundation for Social Welfare Services through its agency, Aġenzija Appoġġ <ul style="list-style-type: none"> 179 +356 2295 9000 customercare.fsws@gov.mt 	<ul style="list-style-type: none"> 179
Moldova	Autoritatea Națională pentru Protecția Drepturilor Copilului și Adopție (National Authority for the Protection of Children's Rights and Adoption) <ul style="list-style-type: none"> Strada Vasile Alecsandri 1, Chișinău, Moldova, MD-2009 +373 22 251 059 secretariat@cnpdc.gov.md Ministry of Labour and Social Protection <ul style="list-style-type: none"> +373 22 26 93 10 secretariat@social.gov.md 	
Monaco	Department of Social Affairs and Health <ul style="list-style-type: none"> +377 98 98 81 06 daso@gouv.mc 	
Montenegro	Ministry of Labour and Social Welfare <ul style="list-style-type: none"> +382 20 482 148 kabinet@mrs.gov.me 	
Netherlands	Child Protection Board (Raad voor de Kinderbescherming) <ul style="list-style-type: none"> +31 88 800 1400 	<ul style="list-style-type: none"> 0800 0432 De Kindertelefoon
North Macedonia	Ministry of Labour and Social Policy <ul style="list-style-type: none"> +389 2 3106 224 info@mtsp.gov.mk 	
Northern Ireland	NSPCC Northern Ireland <ul style="list-style-type: none"> 0808 800 5000 help@nspcc.org.uk 	

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Norway	Norwegian Directorate for Children, Youth and Family Affairs (Bufdir) <ul style="list-style-type: none"> +47 466 15 000 post@bufdir.no 	<ul style="list-style-type: none"> 116 111 Alarmtelefonen
Poland	Empowering Children Foundation (Fundacja Dajemy Dzieciom Się) <ul style="list-style-type: none"> info@fdds.pl 	<ul style="list-style-type: none"> 116 111 Fundacja Dajemy Dzieciom Się
Portugal	National Commission for the Promotion of the Rights and Protection of Children and Young People (CNPDPJ) <ul style="list-style-type: none"> +351 213 845 910 geral@cnpdpj.pt 	<ul style="list-style-type: none"> 116 111 Instituto de Apoio à Criança
Republic of Ireland	Tusla – Child and Family Agency <ul style="list-style-type: none"> +353 1 771 8500 info@tusla.ie 	<ul style="list-style-type: none"> 1800 66 66 66 ISPCC Childline
Romania	National Authority for the Protection of the Rights of the Child and Adoption <ul style="list-style-type: none"> +40 21 315 78 81 anpdca@andpdca.gov.ro 	<ul style="list-style-type: none"> 116 111 Telefonul Copilului
Russia	Ministry of Labor and Social Protection <ul style="list-style-type: none"> +7 495 870 67 67 info@rosmintrud.ru 	
San Marino	State Secretariat for Health and Social Security <ul style="list-style-type: none"> +378 0549 883 037 info@iss.sm 	
Scotland	NSPCC Scotland <ul style="list-style-type: none"> 0808 800 5000 help@nspcc.org.uk 	

COUNTRY	LOCAL AGENCIES AND ORGANISATIONS	CHILD HELPLINE
Serbia	Ministry of Labour, Employment, Veteran and Social Affairs <ul style="list-style-type: none"> +381 11 3616 459 kabinet@minrzs.gov.rs 	<ul style="list-style-type: none"> 116 111
Slovakia	Ministry of Labour, Social Affairs and Family <ul style="list-style-type: none"> +421 2 2046 0000 info@employment.gov.sk 	<ul style="list-style-type: none"> 116 111 Linka detskej istoty
Slovenia	Ministry of Labour, Family, Social Affairs and Equal Opportunities <ul style="list-style-type: none"> +386 1 369 77 00 gp.mddsz@gov.si 	<ul style="list-style-type: none"> 116 111 TOM Telefon
Spain	Child Protection Services (Servicios de Protección de Menores) <ul style="list-style-type: none"> Managed by each autonomous community. For example, in Madrid: Child Protection Service of Madrid <ul style="list-style-type: none"> +34 91 392 53 00 	<ul style="list-style-type: none"> 116 111 ANAR Foundation
Sweden	Swedish National Board of Health and Welfare (Socialstyrelsen) <ul style="list-style-type: none"> +46 75 247 30 00 socialstyrelsen@socialstyrelsen.se 	<ul style="list-style-type: none"> 116 111 BRIS
Switzerland	Federal Social Insurance Office (FSIO) <ul style="list-style-type: none"> +41 58 462 90 11 info@bsv.admin.ch 	<ul style="list-style-type: none"> 147 Pro Juventute
Turkey	Ministry of Family and Social Services <ul style="list-style-type: none"> +90 312 705 50 00 info@aile.gov.tr 	
Ukraine	Ministry of Social Policy <ul style="list-style-type: none"> +380 44 289 53 68 info@mlsp.gov.ua 	