



You're  
**NEVER ALONE**  
If you're  
**NEAR A PHONE**

*If your moods' not good and you feel real bad, don't bottle it in, and don't feel sad don't stress, don't worry, just pick up the phone when you give us a call, you're never alone...*

**Child Helpline Fiji is a new telephone counselling service that's just for kids. Child Helpline Fiji is about helping kids solve their problems. Call from anywhere in Fiji, free phone 1325 by land line or mobile.**



## **CHILD HELPLINE FIJI LAUNCHED APRIL 16, 2015 GIVES A VOICE TO FIJI'S CHILDREN AND YOUNG PEOPLE IN NEED OF SUPPORT, CARE AND PROTECTION**

Child Helpline Fiji is a new help and support service for children and youth available by mobile phone or land line, initially for 12 hours, 6 a.m.- 6 p.m., seven days a week, and scaling up slowly to cover 24 hours a day. The toll free national phone number for Child Helpline Fiji is 1325. Professional counseling staff will be able to speak with children in the country's three national languages.

Child Helpline Fiji has been especially created by the Government of Fiji to give all children living anywhere in Fiji, or adults concerned about and acting on behalf of children, easy and confidential access to counselling, referral and intervention, via the free telephone service.

After careful study and extensive consultation with local authorities and civil society, the Fiji Government concluded there was a pressing need for a safe, confidential and accessible channel available for all Fiji's children to seek help and advice. Following a call for proposals and a transparent tender process, in December 2014, the Ministry of Women Children and Poverty Alleviation awarded a one year contract for implementation and operation of Child Helpline Fiji to **Medical Services Pacific/MSP**, a Fijian charitable organisation.

The three major telecommunications companies in Fiji - Digicel, Vodafone and Telecom Fiji Limited - have been directly involved in supplying the dedicated line and support for the single nationwide Child Helpline Fiji free phone number 1325.

Based on the experience of others, we expect that Fiji's children and young people will contact Child Helpline Fiji for a range of services, from information requests and advice on family and peer relationships, sexuality and legal rights, to refuge from abuse and violence, bullying, neglect or suicidal feelings. Children may also contact Child Helpline Fiji because simply because they are lonely or afraid and would like to speak with an adult.

Child Helpline Fiji provides three direct services including: counselling, referral and when necessary, emergency assistance and intervention. The Child Helpline staff will link children and young people to services available in the community and across all four Divisions, and will follow up with those organisations to which the child was referred to make sure the child was ensured safety and helped adequately.

145 countries around the world have Child Helplines, including New Zealand and Australia in the Pacific Region. Of the Pacific Island nations, Fiji is the first to have a nation-wide, full service Child Helpline. Globally, the experience with Child Helplines began twenty-five years ago; the majority have been introduced since 2005.

