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Discover the 116 helplines!  
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116 is a range of easy-to-remember and free-of-charge phone numbers to assist children and adults in need.

The European Commission has reserved five short numbers with a single format 116 + 3 digits for helplines that should be accessible to everyone in Europe.

Find out more about the [EU rules on 116](#) [2].

When they are available [in your country](#) [3], the services are provided by public or private organisations selected locally by each Member State.

## 116 000 - Missing children

The 116000 number is the European helpline to report missing children. The hotline offers guidance and support to parents or relatives of a missing child and can back the efforts of the authorities during investigations.

The hotline is operational in 23 Member States.



[Rat auf Draht](#) [4] The Austrian Helpline operated by [ORF](#) [5] (the Austrian Broadcasting Corporation)



[Child Focus](#) [6] The European Centre for Missing and Sexually Exploited Children



[Nadja Centre Foundation](#) [7] The Bulgarian association supporting women and children having experienced physical, sexual and psychological violence



[HFC and SPAVO](#) [8] The Cypriot Association for the Prevention and Handling of Violence in the Family & the Children's Charity Hope for Children



[Ztracené dítě o.s.](#) [9] The Czech organisation for Missing Children



[Initiative Vermisste Kinder](#) [10] The German Missing Children Initiative



[Thora Center](#) [11] The Danish Association against sexual abuse



[Eesti sotsiaalminister](#) [12] The Estonian Ministry of Social Affairs



[The Smile of the Child](#) [13] The Greek organisation defending children's rights



[Fundación ANAR](#) [14] The Spanish organisation helping children and teenagers at risk



[CFPE](#) [15] The French Centre for Childhood Protection (Centre Français de Protection de l'Enfance)



[A Kék Vonal Gyermekkrízis Alapítvány](#) [16] The Blue Line Child Crisis Foundation



[ISPCC](#) [17] The Irish Society for the Prevention of Cruelty to Children



[Telefono Azzurro](#) [18] The Italian Organisation against child abuse and neglect



[ONE](#) [19] The Luxembourgish National Office of Childhood (Office National de l'Enfance)



[Pulizija ta' Malta](#) [20] The Maltese Police Force



[Centrum IKO](#) [21] The Dutch International Child Abduction Centre



[ITAKA](#) [22] The Polish Centre for Missing People



[Instituto de Apoio à Criança](#) [23] The Portuguese Institute of Child Support



[Centrul Român pentru Copii Dispăruți și Exploatați Sexual](#) [24] The Centre for Missing and Sexually Exploited Children



Assigned to the Slovenian Police Officers' Association, transferred to Zavod 116 ([info@zavod116.si](mailto:info@zavod116.si)) [25]



[UNICEF](#) [27] The Slovak Board of the United Nations' Children's Fund



[Missing People](#) [28] The British lifeline when someone disappears

## Additional links:

- [The 116000 promotional campaign](#) [29] - The telecommunications' companies support the European Missing Children number;
- [Missing Children Europe](#) [30] - Missing Children Europe is the European Federation for Missing and Sexually Exploited Children;
- [Hotline116000.eu](#) [31] - The European hotline number for missing children;
- [Childscope](#) [32] - To find an organisation in Europe that deals with cases of missing and/or sexually exploited children, visit the website and go to "search NGOs";
- [ICMEC](#) [33] - The international Centre for Missing and Sexually Exploited Children;
- [DG Justice](#) [34] - For information on the Rights of the Child.
- [116000 on Your Europe](#) [35] - Your Europe offers help and advice for EU nationals and their family

## 116 006 - Victims of crime

The 116 006 helpline for victims of crime gives people emotional support, informs them of their rights and how to use them, while also referring victims to the relevant organisations.

The helpline provides information about:

- local police,
- criminal justice proceedings,
- possibilities for compensation,
- insurance.

The hotline is operational in 5 Member State



[Weisser Ring](#) [36] The organisation providing assistance and compensation to victims of crime;



[Weisser Ring](#) [37] The organisation providing assistance and compensation to victims of crime;



[TDC](#) [38] The Danish Telecoms' operator



[Crime Victims Helpline](#) [39] The Irish helpline offering support to victims of crime;



[Stichting Slachtofferhulp](#) [40] Nederland the Dutch centre for victims of crime, traffic accidents and calamities.

## Additional links:

- [INHOPE](#) [41] - Providing contact details and resources for reporting online child abuse in many countries around the world.
- [INSAFE](#) [42] - Site of the European Union's Insafe network, a part of the EU Safer Internet Plus programme.

## 116 111 - Child helplines

The number 116 111 is specifically for children who seek assistance and need someone to talk to. The service helps children in need of care and protection and links them to the appropriate services and resources; it provides children with an opportunity to express their concerns and talk about issues directly affecting them.

The hotline is operational in 21 Member States.



[SAPC](#) [43] The State Agency for Child Protection



[HFC - UNCRC Policy Center](#) [44] The Cypriot Association for the Prevention and Handling of Violence in the Family & the Children's Charity Hope for Children



[Sdružení Linka bezpečí](#) [45] The Safety Line Association



[Nummer gegen Kummer e.V.](#) [46] The "no worries" number



[Børns Vilkår](#) [47] Children's Rights



[MTÜ](#) [48] The Estonian Advice Centre



[48] [ΕΨΥΠΕ](#) [49] The Association for the Psychosocial Health of Children and Adolescents



[50] [Fundación ANAR](#) [51] The Spanish organisation helping children and teenagers at risk



[Mannerheimin Lastensuojeluliitto](#) [52] The Mannerheim League for Child Welfare



[A Kék Vonal Gyermekkrízis Alapítvány](#) [16] The Blue Line Child Crisis Foundation



[ISPCC](#) [17] Irish Society for the Prevention of Cruelty to Children



[Vaikų linijos](#) [53] The State Child Rights Protection and Adoption Service under the Ministry of Social Security and Labour



[KJT](#) [54] Kanner-Jugendtelefon



[DROSS Internets](#) [55] The State Inspectorate for the Protection of Children's Rights



[Fundacja Dzieci Niczyje](#) [56] Nobody's Children Foundation



[Instituto de Apoio à Criança](#) [57] The Institute of Help for Children



[Asociația Telefonul Copilului](#) [58] The Child Helpline Association



[Barnens Rätt I Samhället](#) [59] Children's Rights in Society



[Zveze Prijateljev Mladine](#) [60] Friends of Youth Association



[UNICEF](#) [27] The Slovak Board of the United Nations' Children's Fund



[NSPCC](#) [61] The National Society for the Prevention of Cruelty to Children

## Additional links:

- [Child Help International](#) [62] - Child Helpline International (CHI) is the global network of child helplines, working to protect children worldwide.
- [INHOPE](#) [41] - Providing contact details and resources for reporting online child abuse in many countries around the world.
- [INSAFE](#) [42] - Site of the European Union's Insafe network, a part of the EU Safer Internet Plus programme.

## 116 117 - Non-emergency medical Assistance

The non-emergency medical service - 116117 directs callers to medical assistance when the need is not life-threatening (in cases of emergency, call 112).

The 116117 number connects the caller to a qualified medical practitioner who can provide on-call medical assistance or advice. This is especially useful outside normal office hours, during the weekend or public holidays.

This hotline is operational in 2 Member States



[Notruf Niederösterreich GmbH](#) [63] The Austrian Rescue Coordination Centre



[Die Kassenärztliche Bundesvereinigung](#) [64] The German National Association of Statutory Health Insurance Physicians

## 116 123 - Emotional support helpline

116 123 is a phone number for people suffering from loneliness or who are in a state of psychological crisis or thinking about committing suicide.

This hotline is operational in 11 Member States



[Rat auf Draht](#) [4] The Austrian Helpline operated by [ORE](#) [5] (the Austrian Broadcasting

Corporation)



[Ztracené dítě o.s.](#) [65] The Czech organisation for Missing Children



[Die TelefonSeelsorge](#) [66] The number against sorrow



[Life Line Hellas](#) [67] The Greek helpline offering material and psychological support



[Magyar Telekom Nyrt.](#) [68] and [Invitel Zrt.](#) [69] The Hungarian Telecommunications' companies



[LATES](#) [70] The Lithuanian Association of telephone emergency services



[Aġenzija Appoġġ](#) [71] The Maltese Agency for the enhancement of the lives of people in need



[Instytut Psychologii Zdrowia](#) [72] The Polish Institute of Psychological Health cooperating with Netia S.A.



[O društvu SAMARIJAN](#) [73] The Slovenian Samaritan society for people in distress



[Svenska Kyrkan](#) [74] The Church of Sweden



[The Samaritans](#) [75] The British charity helping those in need.

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