



CHILDLINE MALAYSIA, A FREE PHONE EMERGENCY OUTREACH SERVICE FOR CHILDREN, CLOSER TO BECOMING A REALITY

Childline Malaysia is a private non-profit initiative to create a national 24-hour free phone emergency outreach service for children under 18 years in need of care and protection is closer to become a reality for children in Malaysia with the involvement of more than 140 non-governmental organizations and partnerships with the Ministry of Women, Family and Community Development, other government agencies, MERS 999, UNICEF, Child Helpline International and the private sector.

The move to create this service was initiated by a group of concerned citizens from various backgrounds after a series of cases involving abuse and crime against children in the past two years. Among high profile cases were the murder of Nurin Jazlin Jazimin and the still missing Sharlinie Mohd Nashar and Mohd Asmawi . All three cases and many others have yet to be resolved.

Childline Malaysia provides counseling and referral assistance for the child to other organisations for short term and long-term care and rehabilitation through partnerships with various agencies and NGOs. The aim is to link children in need of any kind of assistance to support services within their communities. According to the Chairman of **Childline Malaysia**, Sabri Ab. Rahman, "**Childline Malaysia** will provide emergency interventions through direct phone line known as **999 Childline** during a crisis period in a child's life. Any child can call the free phone line at any time of the day. **Childline Malaysia** will reach out to every child in need of care and protection by responding to calls which will be handled by call counselors who are trained in accordance with international call protocols ," he said in a statement.

To ensure the successful launch of the helpline, the first Brainstorming Meeting of Stakeholders was held on 19th May 2009 in conjunction with International Child Helpline Day. The meeting was officiated by the Minister of Women, Family and Community Development, Senator Datuk Seri Shahrizat Abdul Jalil, who first mooted the idea of creating a long term intervention and aid program for children in Malaysia. The meeting was facilitated by Ms Leen Decadt of **Child Helpline International** on lessons from other nations. Child Helpline International is the global member network of Child Helplines working to protect the rights of the child. It is a network of telephone helplines and outreach services for children and young people in over 150 countries with 91 official members.

The First Phase of **999 Childline** is expected to be launched at the end of the year within the Klang Valley while the Second Phase will go nationwide in 2010.

For further information, please contact **Childline Malaysia Project Team** at 03 5569 2755 or e-mail childline@mctf.org.my or surf our website at www.mctf.org.my

" Enabling Children To be Heard..."



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