

Session 59 – Turkey

Recommendations to the UN Committee on the Rights of the Child

Prepared by Child Helpline International –September 2011

Background:

The Turkish helpline Alo 183, is part of the General Directorate of Social Services and the Child Protection Agency. Alo 183 is a national helpline which children from all over the country are able to contact. However, to reach out to children in remote areas and to assist children in emergency situations outside the capital, the helpline needs to expand throughout the country. A fully equipped and resourced child helpline, with current technologies and infrastructure, has the potential to answer over 2 million¹ calls.

Recommendation 1

Ensure that the child helpline has an outreach component to work with marginalised children and those at risk of having their rights violated.

- Early intervention and prevention are essential to protect the rights of all children. Outreach, to work with those children most at risk, is pivotal in this process.
- Allocate appropriate resources to cover costs of outreach activities, build capacity and train counsellors.

Recommendation 2

The governments should cooperate with the child helpline and recognise it as a vital tool for child protection

- The government should recognise the child helpline as a source of information for policy and legislation on children's issues
- The government should cooperate with the child helpline to remedy child rights violations and stimulate (governmental) child protection agencies to do the same.

If you wish to receive further information please contact

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¹ According to an estimate of McKinsey. Data used from ITU (2009) and Unicef (2008)