

Emergency Social Aid Line “197”

The "197" Emergency Social Assistance Line is free of charge for citizens and operates on a 24 hour basis, as an emergency line to provide psychosocial support to adults.

It is staffed by specialized Social Workers and Psychologists and is addressed to those who face difficulties or problems of a psychosocial nature, but is mainly addressed to individuals, families and vulnerable populations, who are going through some form of crisis or emergency, such as domestic violence victims, adults and the elderly who need urgent psychological support and social assistance, people in crisis and / or at risk of harm, victims of trafficking for sexual or economic exploitation, victims of natural and other disasters, etc.

The Emergency Social Assistance Line "197" of EKKA, operates on a 24-hour basis, seven days a week and all year round, with the aim of:

providing urgent counseling and psychological support to adults

providing information on social welfare and mental health issues

mobilizing the mechanisms of emergency on-the-spot social intervention

referring to the other Services and Structures of EKKA, but also connecting all those who need further assistance with other competent Services, Organizations and Social Care Structures.

receiving and forwarding to the competent Prosecution Authorities of the country reports concerning the neglect and / or abuse of adults, mainly the elderly or people with disabilities.

The National Child Protection Line "1107" is staffed by specialized Social Workers and Psychologists and is addressed to children and adolescents, but also to those who wish to report a difficulty or problem of a psychosocial nature, which concerns a minor.

Calls to the National Child Protection Line "1107" are free of charge for callers with a telephone provider VODAFONE-PANAFON, NOVA and WIND. Also, for those who call from an OTE line, the call is free. For a call from a mobile phone, with COSMOTE connection, there is a charge for the call to the National Child Protection Line "1107" which amounts to 0.18 € per minute (this price includes VAT 24% and a fixed subscriber fee 5%).

The main purpose of the National Child Protection Line "1107" is:

- to provide telephone counseling, psychological and social support to minors, parents, teachers, etc.

- to inform minors about psychosocial issues that concern them, as well as adults about issues of upbringing and child protection,

- to connect and refer them to the competent Social Protection Services for further assistance in order to deal effectively with each problem.

To receive requests and reports for minors at risk (due to abuse, neglect, trafficking, exploitation or victimization) and forward the reports of neglect-abuse of children to the competent Local Prosecution Authorities

to cooperate with the Prosecution and other competent Authorities for the immediate social protection of minors at risk

to mobilize the mechanisms of social intervention of E.K.K.A. and / or other Services for the provision of psychosocial assistance and support to minors

to cooperate with public and private child protection bodies for the immediate service of urgent requests for social care and protection of minors, but also to support their families

to inform citizens and officials at institutions about the foster care and adoption of children, on the operation of the new electronic platform ANYNET, in the context of the implementation of Law 4538/2018 "on foster care and adoption".

Emergency Support Lines:

Emergency Social Assistance Line 197 (National Center for Social Solidarity - EKKA)

National Child Protection Line 1107 (National Center for Social Solidarity - EKKA)

National Line for Children SOS 1056 (The Smile of the Child)

European Child Support Line 116111 (The Child's Smile)

Helpline "SUPPORT" 80011 80015 (Helpline of the Hellenic Center for Safe Internet in collaboration with the Adolescent Health Unit of the 2nd Pediatric Clinic of the University of Athens, Children's Hospital)

Child Advocate 800-11-32000

Psychological Support Line "11528 - NEXT TO YOU"

SOS line 15900

OKANA 1031