

# NATIONAL TOLL FREE HOTLINE

ON PREVENTION OF DOMESTIC VIOLENCE,  
HUMAN TRAFFICKING AND GENDER DISCRIMINATION



 **116 123**

Short number  
(free calls from mobile phones)

 **0 800 500 335**

(free calls from fixed and mobile phones)

National Toll Free Hotline on Prevention Domestic Violence, Trafficking in Human Beings and Gender Discrimination has been operating since 1997. In 2013 it received the status of the National Hotline. Since 2017 the National Hotline has been available by harmonized European-wide number for emotional support helplines 116 123. «La Strada - Ukraine» is the center of development and standardization of service providing phone counseling for suffered of gender based violence and, in particular, domestic violence.

## Principles of operation of the hotline:

-  voluntariness
-  respect for human rights and freedoms
-  anonymity
-  non-discrimination
-  confidentiality
-  professionalism

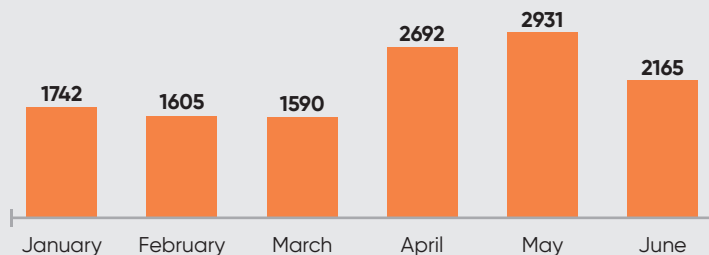
January - June  
2020 received:



**12 725**

calls and messages

## Statistics of calls and messages, by month, 2020



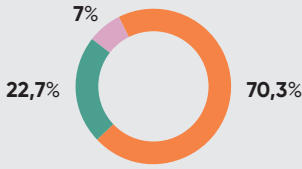
## Gender distribution of consultation



## Kinds of consultations

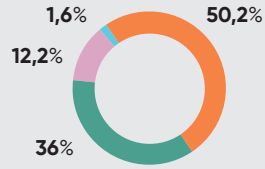


## Types of consultations



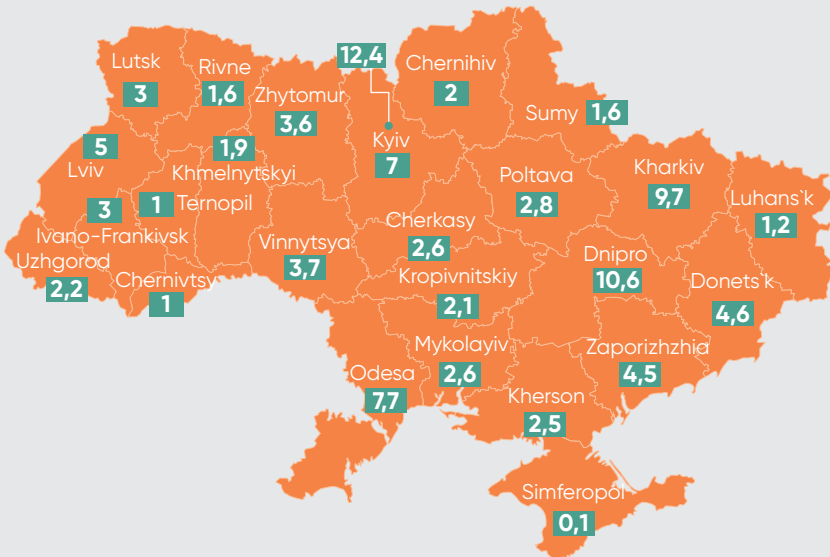
- Informational and educational consultations
- Psychological consultations
- Legal consultations

## Types of violence

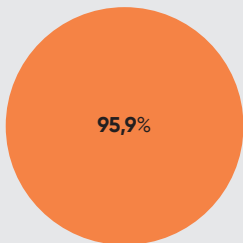


- Psychological
- Physical
- Economic
- Sexual

## Regional distribution of received calls (%)



## Subject distribution of consultations



95,9%

Prevention of domestic violence

2,8%



Prevention of human trafficking

0,8%



Prevention of gender discrimination

0,4%



The problems of internally displaced persons (IDP's)

0,1%



Inquiries received from the occupied territories

## CONSULTATIONS

### Prevention of domestic violence

53,7%	Consultations on domestic violence and abuse
16,5%	Information requests
12,5%	Psychological problems
6,2%	Legal matters (divorce, division of property, etc)
4,4%	Problems of interpersonal relations
3,8%	Substance use and abuse
2,2%	Physical health
0,7%	Emergency consultations in case of domestic violence

### Prevention of human trafficking

25,5%	Consultations on marriage/divorce with a foreigner
19,9%	Consultations on employment abroad
19,1%	Consultations on private, tourist and other trips
16,4%	Consultations on studying abroad
16,4%	Requests from those who have been lost abroad
0,9%	Request related to foreigners` difficulties being in Ukraine
0,6%	Requests related to children of labour migrants
0,6%	Issues related to conviction for the crime of human trafficking
0,6%	Consultations regarding emigration

### Prevention of gender discrimination

50,5%	Consultations regarding discrimination at work
29,9%	Consultations regarding gender stereotypes
10,3%	Consultations on rapes
9,3%	Consultations regarding sexual harrasment

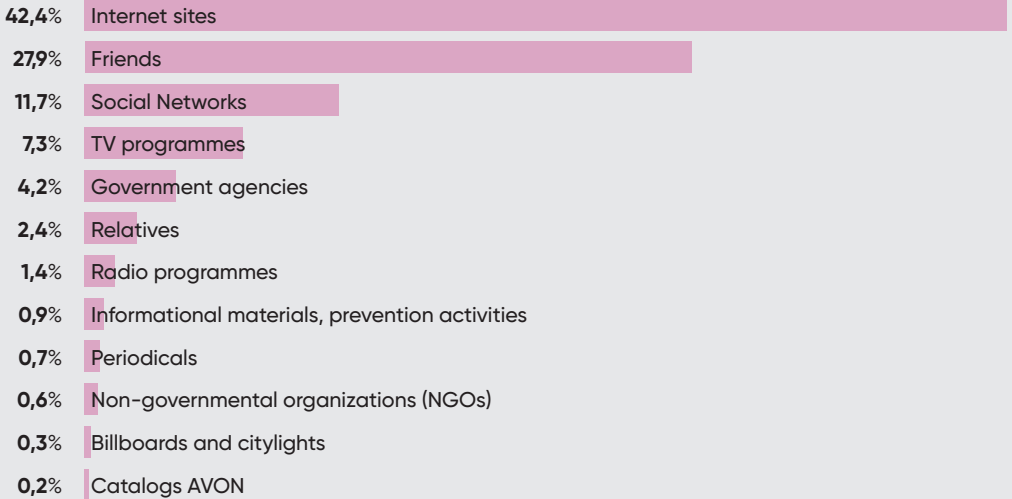
### Requests from internally displaced persons (IDP`s)

30,9%	Informational support
29,1%	Issues related to humanitarian aid
14,6%	Psychological assistance
12,7%	Issues related to volunteering
12,7%	House seeking

### Inquiries recieved from the temporarily occupied territories

50%	Consultations on domestic violence
25%	Legal matters (divorce, division on property, etc)
25%	Psychological problems

## Sources of information about the National Toll Free Hotline



[www.facebook.com/lastradaukraine](http://www.facebook.com/lastradaukraine)



[www.facebook.com/childhotline.ukraine](http://www.facebook.com/childhotline.ukraine)



Mail - [hotlines@la-strada.net.ua](mailto:hotlines@la-strada.net.ua)



Skype - [lastrada-ukraine](https://www.skype.com/user/lastrada-ukraine)

The line is financially supported by:



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