

HARMONISED EUROPEAN SHORT CODES (HESC)

HESC SERVICES CURRENTLY AVAILABLE IN MALTA

HESC Number	Service	Service Description	Specific Conditions	Tariff	Designated Entity	Ministry Responsible
116000	Hotline for Missing Children	The service (a) takes calls reporting missing children and passes them on to the police; (b) offers guidance to and supports the persons responsible for the missing child, (c) supports the investigation.	Service continuously available (i.e. 24 hours a day, 7 days a week, nation-wide).	Free to caller from both fixed and mobile lines.	Malta Police Force	Ministry responsible for Home Affairs, National Security and Law Enforcement
116006	Helpline for victims of crime	The service enables victims of crime to get emotional support in such circumstances, to be informed about their rights and about ways to claim their rights, and to be referred to the relevant organisations. In particular, it provides information about (a) local police and criminal justice proceedings; (b) possibilities of compensation and insurance matters. It also provides support in finding other sources of help relevant to the victims of crime.	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.	Free to caller from both fixed and mobile lines.	Victim Support Agency	Ministry responsible for Home Affairs, National Security and Law Enforcement
116111	Child Helplines	The service helps children in need of care and protection and links them to services and resources; it provides children with an opportunity to express their concerns, talk about issues directly affecting them and contact someone in an emergency situation.	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.	Free to caller from both fixed and mobile lines.	Foundation for Social Welfare	Ministry responsible for the Family, Children's Rights and Social Solidarity
116123	Emotional Support Helplines	The service enables the caller to benefit from a genuine human relationship based on non-judgemental listening. It offers emotional support to callers suffering from loneliness, in a state of psychological crisis, or contemplating suicide.	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.	Free to caller from both fixed and mobile lines.	Appogg	Ministry responsible for the Family, Children's Rights and Social Solidarity

OTHER HESC SERVICES RESERVED NUMBERS CURRENTLY NOT AVAILABLE IN MALTA

HESC Number	Service	Service Description	Specific Conditions	Ministry Responsible
116016	Helpline for victims of violence against women	The service enables victims of violence against women to seek assistance and support, to be informed of their rights and of ways to claim their rights, and to be referred to the relevant organisations.	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.	TBD
116117	Non-emergency medical on-call service	The service directs callers to the medical assistance appropriate to their needs, which are urgent but non-life-threatening, especially, but not exclusively, outside normal office hours, over the weekend and on public holidays. It connects the caller to a skilled and supported call-handler, or connects the caller directly to a qualified medical practitioner or clinician.	Where the service is not continuously available (i.e. 24 hours a day, 7 days a week, nation-wide), the service provider must ensure that information about availability is made publicly available in an easily accessible form, and that, during periods of unavailability, callers to the service are advised when the service will next become available.	Ministry responsible for Health