



**AMANI
CAMPAIGN**

Interagency child protection and GBV campaign

Jordan - April 2014



Child Protection
Sub-Working Group



INTERNATIONAL
RESCUE
COMMITTEE



Save the Children



UNHCR
UN High Commissioner for Refugees
المفوضية السامية لشؤون اللاجئين



United Nations Population Fund
Jordan Office



unicef



SGBV
Sub-Working Group



When using the messages below, please note that:

- The messages should be adapted to the group with which you are working
- You may choose to use all or some of the messages depending on the group you are working with and the issues they are facing
- When using multiple messages it is often good to start with the less sensitive messages and move onto the more sensitive messages
- Messages are more effective when they are repeated in different ways (e.g. billboards, animated short films, discussion groups), integrated into ongoing activities such as women's centers, home visits or child friendly spaces and when participants have opportunity for discussion and debate amongst themselves
- When delivering these messages it is important to focus on positive benefits of changing behaviours and deliver them in a way that is accessible to the target population (avoiding technical terms and jargon).
- Any communication materials you develop for use with these key messages should be coordinated with CP and SGBV sub-working groups and tested to make sure they are appropriate (gender, age, cultural considerations);
- These messages should be used in line with guiding principles for GBV and child protection outlined in the interagency GBV and child protection SOPS

Background

Since the Syrian crisis began in 2011, close to 2.5 million people have registered to receive assistance and protection in neighbouring countries.¹ People have been fleeing to Jordan on a daily basis, numbers rising and falling along with the level of danger involved in reaching the border. As of late February, 2014, more than 574,410 Syrians have been registered with UNHCR in Jordan and are now living in camps, informal settlements, rural or urban settings. Of the registered refugees, almost half² are children.

This document contains key messages for communities, children and parents, on how to better protect children and adults from harm and various kinds of violence. The information is grouped according to various child protection (CP) and sexual and gender-based violence (SGBV) issues that have been identified as the most urgent at this point in the crisis, and according to the information currently available.

These messages were developed by the Child Protection and SGBV sub-working groups, drawing from examples from other contexts³, testing in Jordan and revision based on FGD with children, women and men in Zaatari camp and in urban settings. Their revision and the ongoing development of associated tools has been led by Save the Children, IRC, UNFPA, UNICEF and UNHCR under the interagency project "Strengthening GBV and child protection services and systems".

1. UNHCR data shows 2,444,471 registered Syrian refugees, including those registered in North Africa. Source: Syria Regional Refugee Response Inter-agency Information Sharing Portal, <http://data.unhcr.org/syrianrefugees/regional.php>, accessed 21 February, 2014

2. UNICEF MENARO Communications

3. Key resources include the Global Protection Cluster (Child Protection) – A guide to Child Protection Key Messages for the Horn of Africa drought in July 2011 and Facts for Life, UNICEF, New York 2010.

Key CP and SGBV concerns in the syrian crisis in Jordan

Numerous assessments have been conducted to better understand the child protection and SGBV issues that women, girls, boys and men affected by the Syrian crisis face in relation to SGBV in Jordan.

Forms of SGBV identified among others, include:

- Domestic violence including physical and verbal abuse,
- Early marriage
- Sexual violence

The primary child protection issues include:

- Child labour
- Violence in schools and in the homes
- Bullying and discrimination against children
- Separation of children from parents or other relatives
- Children in conflict with the law
- Psychosocial distress
- Exposure to all of the above forms of SGBV

Assessments also identified lack of information about available services and their rights as main issue impacting on child protection and GBV.

How to use this document

The aim of this document is to provide a pool of consistent key messages to be used and adapted as required. By using this resource as the starting point, members of the CP and SGBV sub-working groups will have a common approach, even across various modes of service delivery and audiences (adults as opposed to children, for example, or refugees as opposed Jordanian affected population).

The messages are available in English and Arabic, and should be delivered in a way that is accessible to the targeted population (e.g. avoid technical terminology, using pictures or videos to assist understanding). The best results are achieved when messages are delivered in ways that are engaging and interactive, and when consistent messages are incorporated across organisations' tools and resources.

In order to promote practical, positive action on the issues covered by your messaging document, it is important to make sure that staff using the messages have information and relevant contact details for all local child protection and gender-based violence services. The document includes public phone numbers that can be shared with refugees or other members of the public. Complete information on services and contacts per governorate are available in the CP and GBV referral pathways in the Child Protection and GBV SOPS.

The messages should be used in line with the key principles for GBV and child protection outlined in the Child Protection and GBV SOPS. Safety, security and cultural appropriateness should always be considered. Staff using these messages should be trained in the basics of communication tools and methodologies and the content of the messages, as well as referral pathways. Finally, as the situation changes, more information on child protection and SGBV issues and how to communicate on them effectively becomes available, this document and associated tools will be adapted and updated.

Dissemination of messages

These messages can be disseminated through the media, via community activities and networks and, if appropriate, via written materials such as brochures or flyers. When you are choosing how to deliver your messages, think about your audience. Generally speaking, using messages that feature positive images and focus on people's strengths and the benefits of the action you advocate for are more effective than focusing only on problems. Not all messages are suitable for all delivery methods, though, and not all delivery methods will be effective for all audiences. Think about, for example, the level of education of your audience, and their ability to read; communal, social and personal routines; cultural and religious norms; and other characteristics that may affect the way the people you are trying to reach.

Some of the many options you could choose for dissemination of messages include (but are not limited to) the following:

For children and youth

- At child-friendly spaces, adolescent-friendly spaces, temporary learning spaces and community/religious centres
- At delivery of health services (immunisations, etc.) and water supply
- In comic form (perhaps as part of a booklet of health messages)
- Through educational games, drama activities, or songs
- By integrating into educational materials or lesson plans
- On banners and IEC materials

For parents and other adults

- Via local radio, television or newspapers
- Using megaphone or mosque announcements, or at community meetings
- At distributions of ration cards, food, supplies or water
- On goods and physical objects such as jerry cans, school material such as backpacks and protection kits
- At the delivery of health services
- During parent-teacher meetings
- On banners and IEC materials (including wallet-sized cards featuring helpline and other vital numbers and information)
- Via camp managers, community leaders

For humanitarian workers, Community workers and volunteers

- Via coordination mechanisms and in coordination with sectoral lead agencies
- Trainings and briefing sessions
- Wallet-sized reference cards

There is a high rate of illiteracy among Syrian refugees – methods that have been found to work well with this population include discussions in groups or with outreach workers, videos or theatre, educational games or songs and banners or pictures in public places such as near distribution points.

Interagency tools based on these messages are currently under development including a campaign visual identity, animated videos and brochures for outreach workers and facilitators guide for group activities. The “AMANI” (“My safety”) campaign consists of a series of images for each key message featuring a family of five – mother, father, 2 sisters and a brother, including an adolescent girl called “Amani”.

Organisations are encouraged to use these messages and the campaign visual identity to develop their own communication materials. Plans to develop communication materials should be shared with CP or SGBV SWGs, and organisations are encouraged to make their communication materials available to other organisations for use.



Overall message:

Let's work together to make our communities safer. Everyone has a role to play in keeping girls, boys, women and men safe.

Slogan:

Our safety is everyone's responsibility

- 1. Prevent violence and stay safe**
- 2. Response for survivors of violence**
- 3. Early Marriage**
- 4. Psychosocial support**
- 5. Disabilities**
- 6. Child Labour**
- 7. Birth Registration**
- 8. Separation**
- 9. Humanitarian aid is free**
- 10. Respect for diversity/discrimination**



Slogan: Your hands are to help me, not to beat me

We all have a responsibility to make our communities safer. Girls, boys, women and men should be safe from all kinds of violence and abuse, including physical, sexual and emotional abuse. Every one of us – individuals, families, communities and authorities – can help to keep each other safe, and we are all responsible to do what we can.

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1.1 Supporting messages for children

- Every person wants to be treated with respect and dignity. Within the family, and within our communities, life is better when we treat each other with respect and dignity.
- Girls and women, especially pregnant women, have a special right to protection during emergencies. Treat every girl and every woman with the same respect you would want people to show your mother, grandmother, aunt or your sister.
- When problems appear, talk about them and find solutions together. When we find solutions without fighting, everyone wins. Solving a small problem peacefully can prevent a much bigger problem. When we do this, we keep ourselves and our communities safer.
- There are better ways than violence to deal with frustration and anger and disagreement. If you find yourself getting so angry or frustrated that you think a disagreement may turn into a fight, take a break and talk about the matter later when everyone is less angry. When a disagreement turns into a fight, a small problem becomes a bigger one. When a problem is solved peacefully, everyone wins.
- If you are going far from your family's shelter (to attend school, or to go to the latrine, etc.) always try to go with someone you feel safe with, or in a group, and after dark always ask a trusted adult to go with you outside your home.
- Beware of people offering to take you away from your family for work, education or marriage – especially outside the camp, in the city or in other countries. They may be trying to trick you may be at risk of being hurt or exploited. If someone makes these kinds of offers to you or to someone you know tell an adult you trust.
- Respect and protect the facilities that are provided for the safety of all refugees. Doors and locks on toilets, and lights in public spaces help to keep everyone safe – especially the mothers, wives and daughters, sisters and brothers within your community.
- No one has the right to touch you in an inappropriate way, or demand that you do anything that makes you feel uncomfortable. If any person behaves this way towards you, speak to someone you trust and ask for help immediately. You have the right to be protected against this kind of behaviour. If these things are happening to you, you have the right to get help to make it stop.

If you need advice or help to keep yourself and your community safer, you can call:

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Family Protection Department hotline**: 911
- **Jordan River Foundation family support hotline**: 110
- **IRC 24-hour hotline** (children and adults): 077 507 7792
- **IMC 24-hour hotline** (children) **General**: 079 578 5095 or **Zaatari**: 079 855 9517
- **Save the Children International hotline - Zaatari**: 077 572 4455

Violence in schools:

- **Save the Children Jordan**: 077 670 2426 or 0800 22 766 or 0800 00 111
- **Ministry of Education hotline**: 0800 22775 (free from landline) or 06 568 0081

1.2 Supporting messages for adults

- Within the family, and within our communities, life is better when we treat the people around us with respect and dignity.
- Girls and women, especially pregnant women, have a special right to protection during emergencies. Treat every girl and every woman with the same respect you would want people to show your grandmother, mother, your wife, your sister or your daughter.
- When disagreements arise, finding a solution without using violence is the best outcome for everyone. Solving a small problem peacefully can prevent a much more serious problem. Resolving disagreements without violence makes your community and family safer.
- There are better ways than violence to deal with frustration and anger and disagreement. If you find yourself getting so angry or frustrated that you think a disagreement may turn into a fight, take a break and talk about the matter later when everyone is less angry. When a disagreement turns into a fight, a small problem becomes a bigger one. When a problem is solved peacefully, everyone wins.
- Beware of people offering to take care of your children or other family members or offering jobs, education or marriage in other cities or in other countries. Talk to your children about these risks and encourage them to tell you if someone makes such an approach to them. As some families have learned, offers such as this may be false, resulting in exploitation or abuse. If you are approached with this kind of offer, you can report it to UNHCR or one of the other organisations working in your area.
- Respect and protect the facilities that are provided for the safety of all refugees. Doors and locks on toilets, and lights in public spaces help to keep everyone safe – especially the mothers, wives, sisters and daughters of your community.
- No one has the right to touch you in an inappropriate way, or demand that you do anything that makes you feel uncomfortable. If any person behaves this way towards you, speak to someone you trust and ask for help immediately. You have the right to be protected against this kind of behaviour. If these things are happening to you, you have the right to get help to make it stop.

Keeping children safe from harm

- If your children have begun to behave in challenging ways since coming to Jordan, the best way to help is to provide extra reassurance and affection, and to re-establish regular routines. This will work better than physical punishment, which is not helpful and against children's rights.
- Children will naturally want to help support their families. It is the responsibility of parents, however, to make sure that any tasks children undertake do not put them in danger of exploitation or abuse by employers or others, or expose them to other hazards or harm.
- Children are generally safer when they need to travel long distances when they are in groups, or if someone older goes with them. Likewise, areas such as communal toilets are widely believed to be less secure for young people and women. This danger is reduced when a trusted adult or an older child accompanies them.

If you need advice or help to keep yourself and your community safer, you can call:

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Family Protection Department hotline**: 911
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Slogan: If you were harmed, don't stay silent. Ask for help from someone you trust

If you experience violence, now or at any time in the past, you have the right to receive help to stop the abuse. You also have the right to receive care and support from those around you. If someone you know is experiencing violence now, or has in the past, be supportive and help him or her to access relevant services.

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2.1 Supporting messages for children

- If anyone (a stranger, a friend or a member of your family, or anyone else around you) hurts you, scares you, makes you feel threatened, intimidated, harassed, or touches you in ways you don't like: **TELL** someone or an organization you trust. **ASK** them for any help you need. You are entitled to protection, care and confidential support. **REMEMBER** that this is not your fault, and you are **not** to blame.

It is important that you receive the support you need. Don't be ashamed or shy to ask for help. Specialised organisations will support and help find ways to keep you safe while respecting your privacy.

- You can help to protect and support your friends and family. How?
If you know someone who is being hurt, threatened, intimidated, harassed or touched in ways they don't like: **ENCOURAGE** them to tell someone they trust. If they refuse, and you think they are in danger, tell a trusted adult. **RESPECT** their right to privacy and their right to decide what support they need. **SUPPORT** them by helping them get the services they need.

If you or someone else you know wants help or to report violence contact:

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Family Protection Department hotline**: 911
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Violence in schools:

- **Save the Children Jordan**: 077 670 2426 or 0800 22 766 or 0800 00 111
- **Ministry of Education hotline**: 0800 22775 (free from landline) or 06 568 0081

2.2 Supporting messages for adults

- No one has the right to touch you or demand that you do anything that makes you feel uncomfortable. If anyone (a stranger, a friend or a member of your family, or anyone else around you) hurts you, scares you, makes you feel threatened, intimidated, harassed, or touches you in ways you don't like, speak up and ask for help immediately.
- If anyone hurts you or threatens you:
TELL someone you trust or an organization. Help is available.
ASK for any help you need. You are entitled to protection, care and support. Specialized organizations will support you and respect your privacy and confidentiality.
SEEK medical attention as soon as possible, especially if you have experienced sexual abuse
REMEMBER that this is not your fault, and you are not to blame.
It's important that you receive the support to need. Don't be shy or ashamed to ask for help. Specialized organizations will support you, help find ways to keep you safe and respect your privacy and confidentiality.
- If someone tells you they have been hurt or abused:
TELL them you believe them
REASSURE them that it is not their fault and that they are not alone
RESPECT their right to privacy and their right to decide what support they need.
ENCOURAGE them to go to the clinic as soon as possible (particularly if they have been assaulted).
HELP them get the services they need.
- Every one of us can help to keep our families and our communities safe. If you see or hear of violence happening to anybody, anywhere, you have the right to report it in a safe and confidential way.

If you or someone else you know wants help or to report violence contact:

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Family Protection Department hotline**: 911
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Violence in schools:

- **Save the Children Jordan**: 077 670 2426 or 0800 22 766 or 0800 00 111
- **Ministry of Education hotline**: 0800 22775 (free from landline) or 06 568 0081



Slogan: Marriage after 18: Better for me and you

Waiting until age 18 to marry gives boys and girls the best opportunity to grow into successful adults, spouses and parents. Early, unregistered marriages bring risks, not protection, to girls and their families. Pregnancy before the age of 18 increases the risks for the mother and her baby. Jordan law sets age of marriage at 18 – children 15 to 17 may only marry under special conditions and with the permission of a Jordanian judge and no child under 15 can marry.

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3.1 Supporting messages for children

- Waiting until age 18 to marry gives you the best opportunity to grow into successful adults, spouses and parents.
- Adolescent boys and girls have the right to finish school. Finishing education will provide you with better opportunities to become a successful adult, parent and spouse. In Jordan, schools are free and vocational training is also available. Focus on education now. There is time for marriage later.
- Marriage is an important step. Waiting to get married until you know the person better and are older helps you to make sure that this is the right decision for you and your family. With more experience you will be better able to know what you want, to judge if you are likely to be happy with your future spouse and to care and provide for your family.
- Even if your parents and grandparents got married early this does not mean this does not mean this is the right choice for you. Times change and getting an education, especially in the current situation, is more important than ever for your future and that of your family.
- Many families are learning that an early hasty marriage does not necessarily protect their young daughters and sons from harm. Offers from people you don't know well or do not feel close to may result in unhappy marriages or divorce. In some cases, the offer of marriage is not an honourable one, and may result in abuse or abandonment of the bride.
- You should be involved in the decision to marry. If you have any doubts about the marriage or are being pressured to get married before you feel ready, you should discuss this with your family. You can also get advice and support at a women's centre or the organisations listed below.
- Delaying a first pregnancy until a girl is at least 18 years of age helps to ensure a safer pregnancy and childbirth. It reduces the risk of her baby being born prematurely and/or underweight. Getting pregnant before you are 18 can lead to serious medical complications or even death for you and for your baby. The younger the mother is, the greater the risk to her and her baby.
- For adolescents under 15 years of age these health risks for girls and their babies increase substantially. Girls who give birth before age 15 are five times more likely to die in childbirth than women in their twenties.

- The legal age for marriage in Jordan is 18. People aged 15-17 can only be married under special circumstances, and the marriage is only legal if it has the special permission of a Jordanian judge. Under no circumstances should you get married if you are under 15 in Jordan as this is illegal.
- In Jordan, you must register your marriage with a shari'a court and if you are between 15-17 seek permission of the judge to marry. If you are between 15-17 and are already married without the permission of a Jordanian judge, it is essential that you approach UNHCR to get the marriage registered by the Jordanian authorities. If your marriage is not officially registered then you may face difficulties to get assistance from UNHCR, to return to Syria with your spouse and to register your children. You may also face legal difficulties.
- If you are married or planning to get married, there are free reproductive health services throughout Jordan, where you can get essential advice and information on family planning and safe pregnancy. This information is extremely important. It will help you to protect yourself and your baby.
- If you are already married you have the same rights as other children to continue your schooling, access health services and participate in community life.

If you or someone you know is under 18 and are married or is planning to get married you can contact:

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation** family support hotline: 110
- **IRC 24-hour hotline**: 077 507 7792
- **IMC 24-hour hotline General**: 079 578 5095 or **Zaatari**: 079 855 9517
- **Save the Children International hotline - Zaatari**: 077 572 4455

If you need help to register at school, contact:

- **Save the Children Jordan**: 077 670 2426 or 0800 22 766 or 0800 00 111

3.2 Supporting messages for adults

- Your children deserve spouses who will respect, honour and care for them. Your sons and daughters should finish their education, so that they will be successful husbands and fathers, wives and mothers, able to support for and care their families. Insisting that your children are married only after the age of 18, in a properly registered wedding, is the best protection you can give them.
- Marriage is an important step. Waiting to get married until 18 or more helps to make sure that this is the right decision for your child and their future family. When they are older it is easier to know what is best for them, what they want and to judge if they are likely to be happy with their future spouse. When they are older they will be better able to care and provide for their family.
- Even if you or your parents got married early this does not mean this does not mean this is the right choice for your child. Times change and getting an education, especially in the current situation, is more important than ever for your child's future and that of their family.
- Families want to protect their children, but many are learning that an early or hasty marriage does not necessarily protect their young daughters from harm. Offers from people you don't know well or who might not be well suited for your child may result in unhappy marriages or divorce. In some cases, the offer of marriage is not an honourable one, and may result in abuse or abandonment of the bride.
- Boys and girls have the right to finish school. Finishing education will provide children with better opportunities to become a successful adult, parent and spouse. In Jordan, schools are free and vocational training is also available. Focus on your children's education now. There is time for marriage later.
- If your living and financial situation is so difficult that you are considering the early marriage of your children as a solution, please contact UNHCR or organisations that support refugees for help.
- The legal age for marriage in Jordan is 18. People aged 15-17 can only be married under special circumstances, and the marriage is only legal if it has the special permission of a Jordanian judge. Under no circumstances should you allow your child to get married if they are under 15 in Jordan as this is illegal.
- In Jordan, you must register your marriage with a shari'a court and if the child is between 15-17 seek permission of the judge to marry. If your child is between 15-17 and is already married without the permission of a Jordanian judge, it is essential that they approach UNHCR to get the marriage registered by the Jordanian authorities. If their marriage is not officially registered then they may face difficulties to get assistance as part of their spouses' family, to return to Syria with their spouse and or to register their children. They may also face legal difficulties.
- Delaying a first pregnancy until a girl is at least 18 years of age helps to ensure a safer pregnancy and childbirth. It reduces the risk of her baby being born prematurely and/or underweight. Getting pregnant before you are 18 can lead to serious medical complications or even death for you and for your baby. The younger the mother is, the greater the risk to her and her baby. The risk of maternal death related to pregnancy and childbirth for adolescent girls between 15 and 19 years of age accounts for some 70,000 deaths each year.

- Never allow your child under 15 to marry – getting pregnant at this age can be extremely dangerous for girls. For girls under 15 years of age the health risks for girls and their babies increase substantially. Girls who give birth before age 15 are five times more likely to die in childbirth than women in their twenties.
- If your son or daughter has already married before the age of 18, he or she still has the same rights as other children, such as the right to healthcare and education. Encourage your children that are married to join schools, alternative education programmes or vocational training. The skills and knowledge they gain will benefit them and their own children for life.

If someone you know is under 18 and is married or is planning to get married, you can contact:

- **UNHCR Information line (refugees):** 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone:** 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation family support hotline:** 110
- **IRC 24-hour hotline:** 077 507 7792
- **IMC 24-hour hotline General:** 079 578 5095 or **Zaatari:** 079 855 9517
- **Save the Children International hotline - Zaatari:** 077 572 4455

If you need help to register at school, contact:

- **Save the Children Jordan:** 077 670 2426 or 0800 22 766 or 0800 00 111



Slogan: Whatever happened to you, we are here to listen and support you

Strong emotions and changes in behaviour are common following the disruption, uncertainty and violence that children and adults experience as refugees. With time and care and support – from each other and from organisations that assist refugees – you will be able to cope better with your situation. Simple things that can help include maintaining regular daily routines and activities, and providing children with extra attention and affection. Help is available. If you or someone you know has difficulty coping, contact your local community centre or counsellor.

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4.1 Supporting messages for children

- People often feel sad, irritable, worried or scared after upsetting or difficult experiences. If you are having difficulty concentrating or sleeping, if you are having physical reactions such as headaches, or feeling anxious without a specific reason, these are actually very common responses to a difficult situation.
- These reactions usually become less severe with time and as you resume “normal” activities such as school and helping around the home. Having more routine in your life will help.
- Going to school, spending time with friends and family and taking part in activities after-school activities will help you to feel better. It is important to play, do sports or other activities you enjoy and talk with your family and friends.
- Join in daily routines at home, supporting the other members of your family and taking care of your younger siblings for instance.
- Don’t feel ashamed to ask for help. If you feel like talking about what you have experienced and things that bother you, this can be helpful, too. A trusted adult or friend can be a good listener.

If you want help, you can speak to a counsellor at your nearest community centre or mental health clinic or contact the services below:

Contact **UNHCR** for a list of available services.

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation** family support hotline: 110
- **IRC 24-hour hotline** (children and adults): 077 507 7792
- **IMC 24-hour hotline** (children and adults) **General**: 079 578 5095 or **Zaatari**: 079 855 9517
- **Save the Children International hotline - Zaatari**: 077 572 4455

4.2 Supporting messages for adults

- People – children and adults – who have had upsetting or difficult experiences may react in unexpected ways. Strong reactions such as loss of interest to daily life, feeling sad, irritable or confused, having difficulty to concentrate and sleep well, having physical reactions or vivid memories of distressing events are all common. Even though these reactions can be upsetting, usually with time and support, they become less severe.
- It is important that you take care of yourself, so you can help others. It is easy to forget that in order to take care of others, you need to take good care of yourself. You may be struggling with your own reactions to these difficult times. Focus on the things you did well and try to be patient with the changes in how you are feeling and reacting.
- Try to find someone who you trust and feel comfortable with (friends, relatives, community or religious leaders) so that you can talk about your own problems. Don't be ashamed or shy to ask for help.
- The reality is that many things may be more difficult now than they were before. Recognize that this is a difficult time but one that you can work to manage. You have likely tackled hardships at other times in your life. With time and support you can make the best of the situation.
- Even when it feels hard to do, re-establishing your own daily routines (cleaning, cooking, praying) can have a very positive effect. Try to re-establish your children's routines as well (sleeping, eating regularly, going to school) and to ask them to help with family tasks.
- Helping others and getting help from others is one of the best ways to cope with difficulties. Listen to others, provide them comfort, and participate in regular social activities. Don't hesitate to accept and ask for help from others.
- Getting involved with community activities can help to restore a sense of control and normality in your life, and your community benefits at the same time. Help others around you, help to organise sports, arts, cleaning or maintaining communal services or spaces, accompany children to school, participate in community committees or as a community volunteer to share information. Volunteering can be a valuable activity for adolescents, as well.
- Take care of and reach out to those most affected by the situation or with the least support. Offer to help and support injured person, people with disabilities, people without their families especially women and children, widows, elderly people or people who have difficulty to meet their basic needs.
- Even though it may be difficult, try to stay together as a family and with other people you know and trust.
- Some people feel so severely upset about things that happen that they unnecessarily try to avoid places, people, conversations or activities that remind them of the events even when it is no longer dangerous. Strangely, in order to feel better, it can be extremely helpful to gently face the things you are unnecessarily afraid of. Talk with and get support from a trusted family member or friend or counsellor.
- If you are feeling so overwhelmed that you are considering options you are concerned may be risky or might not be good for your family, please ask a trusted friend or relative to help you get support. Alternatively, you can seek help from specialized services or a health clinic.

- Sometimes time and emotional support from friends and family are not enough. If after a few months you do not feel better or you start feeling worse seek help from a counsellor or women's or children center.
- If your child's behaviour has changed significantly since you came to Jordan, the best way to help is to provide extra reassurance and affection, and to re-establish regular routines. This will work better than harsh discipline, and physical punishment is not helpful and against children's rights. Their distress is likely to decrease over time, especially with social and emotional support.
- A good way to help children is by giving them the opportunity to talk about things that concern them, by listening and speaking kindly, reassuring, praising and encouraging them, playing with them, giving them extra love and attention and helping to keep them safe. Harsh discipline is not likely to be useful and, in fact, is likely to make the situation worse. Physical punishment is not helpful and against children's rights.
- Attending school or other educational/vocational training centres is very important for children and adolescents. The routine they find there helps them feel secure and the skills they learn will be valuable throughout their lives. Participating in activities at child-friendly or adolescent-friendly spaces can bring a similar sense of security.
- You can help your children to overcome any obstacles to attending school or other activities. For example, if they are worried about harassment during the walk to school, you could walk with them or find another adult who could accompany them, or arrange for them to go as a group.

If you want help, you can speak to a counsellor at your nearest community centre or mental health clinic or contact the services below:

Contact **UNHCR** for a list of available services.

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation** family support hotline: 110
- **IRC 24-hour hotline** (children and adults): 077 507 7792
- **IMC 24-hour hotline** (children and adults) **General**: 079 578 5095 or **Zaatari**: 079 855 9517
- **Save the Children International hotline - Zaatari**: 077 572 4455



Slogan: Our abilities are different but our rights are always the same

All people – including those with intellectual and physical disabilities - have the same rights. Some types of disability may make a person more vulnerable to abuse or exploitation. Each one of us is responsible for protecting against this, and reporting it if it occurs. There should be no physical barriers, rules or practices that prevent equal access for someone with a disability to schools, shops, mosques, health centre, public transport, education or other activities.

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5.1 Supporting messages for children

- Children with disabilities have exactly the same rights as all other children, including the right to go to school and to take part in other activities and training offered to children and adolescents.
- Being left out of activities is never fun, but if you know someone with a disability who is missing out on activities or games, you can help to make sure they are included. You can do this by choosing games that everyone can play, or locations that everyone can access.
- Every one of us has a role of preventing bullying and abuse. These things are always wrong. Sometimes children with disabilities face bullying, teasing or abuse. If you see this happening, speak up. You can tell a trusted adult (perhaps a teacher, or a family member, or someone from an organisation that helps refugees).
- If you are facing difficulties because of a disability or an injury, help is available. You can ask a family member, a teacher or a trusted adult to help you.

If you need help to go to school, get your parents or caregivers to contact:

Save the Children Jordan: 077 670 2426 or 0800 22 766 or 0800 00 111

For physical or psychosocial help at home, or assistance to attend school, contact:

Handicap International hotline: 078 727 5399

5.2 Supporting messages for adults

- Persons with disabilities have the same rights as everyone else, including working, access to health care, education, religious and cultural activities and participation in community and family life.
- It is important to respect and treat persons with disabilities with dignity. Reach out to and involve persons with disabilities in your daily and community activities and offer to help them access the services they need.
- If you or someone you know is facing difficulties because of a disability or an injury, help is available. The service providers listed below can help with accessing assistance, providing adapted devices and rehabilitation services.
- Children with physical and intellectual disabilities have the same rights as other children including the right to go to school and to take part in other activities and training offered to children and adolescents.

If you need help to go to school, get your parents or caregivers to contact:

Save the Children Jordan: 077 670 2426 or 0800 22 766 or 0800 00 111

For physical or psychosocial help at home, or assistance assistance for your child to attend school, contact:

Handicap International hotline: 078 727 5399



Slogan: Teach me today, I will work in the future

A person who has learned to read, write or count will be able to earn more and better provide for themselves and their family. Children often face exploitation and abuse in the workplace.

In Jordan, all employment is prohibited for children below 16 years of age. Until age 16, children in Jordan should be in school. Children aged 17-16 may work, under certain circumstances, but only in jobs that are not harmful for their health or development.

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6.1 Supporting messages for children

- The best thing you can do to support your family is to concentrate on completing your education. Going to school gives you the best opportunities in life and work. Every child has the right to education, and school in Jordan is free for all children.
- It is natural to want to help your family, but it shouldn't prevent you from going to school. Education is your right and public school for children in Jordan is free. If your education has been disrupted, "catch-up" classes and vocational training are also available for children and youth.
- If your family depends financially on your income, you can contact an organisation that works to support children in your area who can help you and your family try to find other solutions (see below).
- In Jordan, it is against the law for children under 16 to be employed. Until they are 16, children in Jordan should go to school. The skills and knowledge you gain at school will help you to protect yourself against being exploited and cheated, and will give you better opportunities in life.
- Children are more likely than adults to be exploited by employers or the people they work with. You could face unfair conditions such as low pay, dangerous conditions, long hours or physically exhausting work. If you experience this situation, talk to a family member, a teacher or a trusted adult that can help you to contact an organisation that works to support children in your area.
- Sometimes children also face violence or abuse in the workplace. If you experience any kind of violence, threats, abuse or inappropriate behaviour, tell someone you trust, who can help you to contact UNHCR or another child protection organisation in your area. They can help you to make the abuse stop. You can also report it directly to the Ministry of Labour.
- If you have a disability, work is not your only option. You have the same right to education as every other child, and help is available to make this possible.

If you or another child is working and want help contact:

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone:** 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation** family support hotline: 110
- **IRC 24-hour hotline:** 077 507 7792
- **IMC 24-hour hotline General:** 079 578 5095 or **Zaatari:** 079 855 9517
- **Save the Children International hotline - Zaatari:** 077 572 4455

To get help to register at school, contact:

Save the Children Jordan: 077 670 2426 or 0800 22 766 or 0800 00 111

If you have disability and want help, you can call:

Handicap International hotline: 078 727 5399

To report an employer using child labour, contact the Ministry of Labour hotlines:

Land line: 080 022 208, **Zain:** 077 758 0666, **Orange:** 078 560 266, **Umniah:** 079 658 0666

6.2 Supporting messages for adults

- It is natural that your children may want to help the family financially, but it is against the law for children under 16 to work in Jordan. Employers who break this law will have to pay a fine (JD 300-500).
- If your family is depending on your child's income, contact an organisation that works to support children in your area who can help you and your family try to find other solutions.
- Children are more likely to be abused and exploited in the workplace, particularly if they are working illegally.
- Education will give your children knowledge and skills that help to protect them against exploitation for the rest of their lives and to better provide for themselves and their family in the future.
- If your child experiences any kind of violence, threats, abuse or inappropriate behaviour in the workplace, you can contact an organisation that works to support children in your area. They can help to make the abuse stop, and ensure your child receives appropriate support as well as report the incident to Ministry of Labour. You can also choose to report the employer directly to the Ministry of Labour.
- Going to school helps children feel safe and secure and this is important after their experiences of conflict and displacement. If you need your children to help with tasks at home, it is best to choose times for their chores that let them continue going to school and to spend time to spend with family and friends.
- School also brings other long-term benefits to children. Educated children will be healthier and have greater earning potential in the future. They are better prepared to become successful adults, good parents, husbands and wives.
- Public school for children in Jordan is free and children have the right to education. "Catch-up" classes and vocational training are also available for children and youth.

If your or someone else's child is working and wants help, contact:

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation** family support hotline: 110
- **IRC 24-hour hotline**: 077 507 7792
- **IMC 24-hour hotline General**: 079 578 5095 or **Zaatari**: 079 855 9517
- **Save the Children International hotline - Zaatari**: 077 572 4455

To get help to register your child at school, contact:

Save the Children Jordan: 077 670 2426 or 0800 22 766 or 0800 00 111

If your child has a disability and you want help, you can call:

Handicap International hotline: 078 727 5399

To report an employer using child labour, contact the Ministry of Labour hotlines:

Land line: 080 022 208, **Zain**: 077 758 0666, **Orange**: 078 560 266, **Umniah**: 079 658 0666

Other key messages



Every child has the right to a name and nationality. Birth registration helps to keep children safe from violence, abuse and exploitation. It also helps to ensure your child's right to education, health, legal and social services. Registering your child's birth is necessary for obtaining an official birth certificate.

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7.1 Supporting messages for adults

- Registering the birth of your child with the Government of Jordan is something different to registration with UNHCR. Both are important for your child.
- The process to register your child's birth is as follows:
 1. Getting birth notification from a hospital or registered midwife
 2. Register your birth with the Civil Status Department. You will need to present proof of identity and marriage - if you need help to get access to these documents approach UNHCR.
 3. Receive your child's birth certificate
- You should register the birth of your child as soon as possible. Registering in the first month saves money. When you register the birth of your child within 30 days, the cost is just JD 1. When you wait longer than 30 days, you have to pay an extra JD 10.
- Birth registration proves the child is yours. This protects the unity of your family. If you become separated from your child for any reason, birth registration can help in the reunification process.
- Registering new babies will be important when you want to return to Syria with your family. You will have proof of their identity and that they are part of your family.
- Birth registration is also proof of your child's age. This gives important protection against dangerous situations, such as being treated as an adult if they are in conflict with the law.
- Having a birth registration document will help to ensure your child is able to access services that are his or her right such as education, healthcare, inheritance etc.

If you need information or help to register the birth of your child, contact

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)

Or visit UNHCR Help Desks in :

Zaatri, Mafrag (at Widows and Orphans Association), **Ramtha** (at Health Aid Clinic, Banks Street), **Irbid** (Zibdet Farkouh Area near King Abdullah II School for Excellency), **Amman** (Khalda Area, former International Community School in front of Paradise Pakery, Musa George Fram St.), **Zarqa** (Halh Aid Clinic, Ma'soum Neighbourhood), **Ma'an** (UNHCR Ma'an Governorate Building) or **Karak** (Princess Basima Center)

Or contact Jordanian Civil Status Department in your governorate



Slogan: Stay with your children whenever safe to do so. Always make sure they are with someone you trust

Children are usually safest and are best protected from harm when they are cared for by their parents or other trusted caregivers. Keep all your children including adolescent girls and boys with you whenever safe to do so. If you cannot stay with them, leave them with someone you know and trust. If you know of anyone under 18 who is living without their parents, contact UNHCR or one of the organisations listed below so they get the support they need.

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8.1 Supporting messages for refugee children

- If you are going to play or to school, always tell your family/caregivers where you are going, when you will be back, and which road you are taking (if you are going far from home).
- If your parents are planning to travel without you, it is important that arrangements are made for you to stay with a relative or another trusted adult. You should talk to your parents about this before they leave.
- Have a plan with your parents/caregivers on what to do if you get lost or separated from them. Agree in advance somewhere safe where you can all meet up or someone you can contact if you get separated. Make sure you know:
 - Your full names and your parents' names
 - Where you are living currently
 - Phone numbers of your parents
 - Where your parents are going
- If you have been separated from your parents, caregivers, brothers or sisters who would normally take care of you, help is available to try to locate your family and also to make sure you have a safe, supportive environment until reunification with your family is possible. Find someone you know or you can trust (neighbours, shop owners, imams, officials, those wearing badges or carrying identification) and tell them that you have been separated from your family.
- Beware of strangers offering to take you away and promising education, employment or marriage. These offers are not always genuine and you could be at risk of violence, exploitation or abuse. Report anything you feel may be suspicious.
- If you are not living with your parents or other members of your family, contact an organization that works to support children who can provide you and anyone taking caring of you support. This can include help to get keep you safe, provide you with financial or other kinds of assistance, and if needed help you locate and reunify with your family.

- If you are not living with your parents or other members of your family, contact an organization that works to support children who can provide you and anyone taking care of you support. This can include help to get keep you safe, provide you with financial or other kinds of assistance, and if needed help you locate and reunify with your family.
- If you are living alone, with people you don't know very well or are looking after your siblings help is available to find someone to help care for you and keep you to be safe until you can be reunited with them.
- If you know someone else not living with their parents help them to contact the organisations listed below for support.

If you or someone you know needs help because you have become separated from your family or caregivers, contact:

- **UNHCR Information line:** 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone:** 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation (outside of camps) family support hotline:** 110
- **IRC 24-hour hotline (in camps):** 077 507 7792
- **IMC 24-hour hotline (outside of camps):** 079 578 5095

8.2 Supporting messages for adults

- Children will always be better protected in a family setting. Do everything you can to keep your children with you whenever safe to do so.
- If you are going to be travelling away from home without your children – for example, if you need to return to Syria temporarily – be sure to make arrangements for your children to stay with trusted adults while you are away.
- Make a plan with your children for what they should do if they become separated from you. Agree in advance somewhere safe where you can all meet up or someone your children can contact if you get separated. Make sure that this is a plan your children will feel comfortable with.
Make sure your children know:
 - Their full names
 - Where you are living currently
 - Phone numbers
 - Where you are going
- If you are aware of children without parents living nearby you, contact a child protection organization in your area (see below).

- If you are struggling to care for your child and you need help, you can seek assistance from people around you and one of the organisations listed below.
- If you have been caring for children who are here without their families and this is becoming difficult to manage, you can speak to a child protection caseworker to find out what support might be available. It is always best for children to remain in a family environment.
- Beware of strangers offering to take your children away and promising education, employment or marriage. These offers are not always genuine and you could be at risk of violence, exploitation or abuse. Report anything you feel may be suspicious.

If you want help because your child or someone you know has become separated from his/her family or caregivers, contact:

- **UNHCR Information line:** 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone:** 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation (outside of camps) family support hotline:** 110
- **IRC 24-hour hotline (in camps):** 077 507 7792
- **IMC 24-hour hotline (outside of camps):** 079 578 5095



Slogan: Nobody has the right to demand anything from you in exchange for aid.

Humanitarian aid is free. You do not have to pay – not in money or goods, or by performing any kind of “favour” – to receive assistance. No one is allowed to ask you for anything in return for humanitarian assistance. If this happens, you have the right to make a complaint and if you choose, your identity will remain anonymous.

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9.1 Supporting messages for children

- Humanitarian aid is free. You don't have to pay for it with money or goods. Nobody has the right to touch you or to ask you to do anything for them in return for aid.
- All registered refugees are entitled for food assistance free of charge.
- If anyone tries to make you pay or do anything for them in return for humanitarian assistance, you should report it. You may feel comfortable telling a trusted adult (family, friends, a teacher or someone else in your community, for example). If not, you can report it directly to UNHCR or any of the organisations listed below yourself. If you make a complaint, your name will be protected and you will not face any kind of retaliation.

You can complain if someone demands that you pay for humanitarian assistance:

- **UNHCR Information line:** 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone:** 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation family support hotline:** 110
- **IRC 24-hour hotline:** 077 507 7792
- **IMC 24-hour hotline General:** 079 578 5095 or **Zaatari:** 079 855 9517
- **Save the Children International hotline - Zaatari:** 077 572 4455

9.2 Supporting messages for adults

- Humanitarian aid is free. You don't have to pay for it with money, or goods, or favours or sexual or inappropriate behaviour and no one has the right to demand any of these things from you in return for relief assistance.
- All registered refugees are entitled for food assistance free of charge.
- It is a good idea to discuss this issue with your children, as well, and to be sure that they understand that no one can use provision of aid to manipulate, exploit or abuse them.
- If anyone tries to make you pay or give them anything in return for humanitarian assistance, you should report it. You may feel comfortable telling a trusted person (family, friends, a teacher or someone else in your community, for example). If not, you can report it directly to UNHCR yourself or the organisations listed below. If you make a complaint, your name will be protected and you will not face any kind of retaliation.

You can complain if someone demands that you pay or provide something in return for humanitarian assistance, contact:

- **UNHCR Information line:** 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone:** 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation** family support hotline: 110
- **IRC 24-hour hotline:** 077 507 7792
- **IMC 24-hour hotline General:** 079 578 5095 or **Zaatari:** 079 855 9517
- **Save the Children International hotline - Zaatari:** 077 572 4455



Slogan: Our differences complete us and make our life more beautiful

All people are equal and have equal rights. Every person has the right to be treated with dignity and respect, and to live in safety and security. Nobody is allowed to discriminate against children based on their identity, nationality, disability, colour, ethnicity, religion, gender, language, health or economic background. Our culture, religion and traditions all tell us that we should offer protection, hospitality and respect to those in need.

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10.1 Supporting messages for children

- All children have the right to go to school, to access healthcare and other services and the right to be treated with respect and dignity and to live in safety and security
- Each of us has differences that distinguish us from others - these differences are unique to each and every one of us. They include physical characteristics of each person (appearance shape, size and colour), and social, cultural and religious differences, as well as our personality and preferences. These differences are what make us unique and special.
- Every one of us has a role in preventing bullying and abuse. These things are always wrong. Sometimes children face bullying, teasing or abuse. If you see this happening, speak up. You can tell a trusted adult (perhaps a teacher, or a family member, or someone from an organisation that helps refugees).
- Sometimes fear of “the other” or what is “different” can prevent us from getting to know others. This can motivate us to discriminate and marginalize others. These differences can be something positive. We can learn from each other because we are different and this helps us broaden our horizons.
- Difference does not have to lead to conflict. We can prevent that from happening by:
 - Listening carefully to people with views different to ours, and trying to really understand what they are saying;
 - Remembering that we are all equal, no matter what our social or religious or ethnic background;
 - Remembering that we are just human, and so we are not always right;
 - Remembering that it does not threaten our views when we live among people who think differently to us.
- Violence against children by adults, including teachers, can be reported to a child protection caseworker.

To get help or report bullying or violence related to discrimination contact:

- **UNHCR Information line** (refugees): 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone**: 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation** family support hotline: 110
- **IRC 24-hour hotline**: 077 507 7792
- **IMC 24-hour hotline** (children) **General**: 079 578 5095 or **Zaatari**: 079 855 9517
- **Save the Children International hotline - Zaatari**: 077 572 4455

Violence in schools:

- **Save the Children Jordan**: 077 670 2426 or 0800 22 766 or 0800 00 111
- **Ministry of Education hotline**: 0800 22775 (free from landline) or 06 568 0081

10.2 Supporting messages for adults

- Each of us has differences that distinguish us from others – these differences are unique to each and every one of us. They include physical characteristics of each person (appearance shape, size and colour), and social, cultural and religious differences, as well as our personality and preferences.
- Sometimes fear of “the other” or what is “different” can prevent us from getting to know others. This can motivate us to discriminate and marginalize others. These differences can be something positive. We can learn from each other because we are different and this helps us broaden our horizons.
- We have the right to be respected by others and it is our duty to respect others.
- Difference does not have to lead to conflict. We can prevent that from happening by:
 - Listening carefully to people with views different to ours, and trying to really understand what they are saying;
 - Remembering that we are all equal, no matter what our social or religious or ethnic background;
 - Remembering that we are just human, and so we are not always right;
 - Remembering that it does not threaten our views when we live among people who think differently to us.
- When we resolve differences respectfully, and without resorting to violence, we keep ourselves and our communities safer.
- All children have the right to go to school, and the right to be treated with respect and dignity and to live in safety and security.
- Nobody is allowed to discriminate against children based on their or their parent’s identity, nationality, disability, colour, caste, ethnicity, religion, gender, language, health or economic background. No child should be treated unfairly for any reason.

- It can be a major decision for a child to confide in an adult that he or she is being bullied or is facing discrimination. It is important to let the child know that you are taking the matter seriously.
- Depending on the severity of the bullying/discrimination, and its impact on the child, it may be necessary to discuss the matter with a teacher or facilitator (if the bullying is taking place at a child-friendly space, for example).
- All registered refugees receiving food assistance have the right to be treated with respect and dignity at the food/voucher distribution points and shops.
- Shop managers are obliged to treat all people fairly and without discrimination. They must offer fair market prices.

To get help or report bullying or violence related to discrimination contact:

- **UNHCR Information line (refugees):** 06 400 8000 (Sunday – Wednesday, 08:30 – 15:30)
- **UNHCR Duty phone:** 079 554 6383 (Sunday – Thursday, 08:30 – 15:30)
- **Jordan River Foundation family support hotline:** 110
- **IRC 24-hour hotline:** 077 507 7792
- **IMC 24-hour hotline (children) General:** 079 578 5095 or **Zaatari:** 079 855 9517
- **Save the Children International hotline - Zaatari:** 077 572 4455

Violence in schools:

- **Save the Children Jordan:** 077 670 2426 or 0800 22 766 or 0800 00 111
- **Ministry of Education hotline:** 0800 22775 (free from landline) or 06 568 0081