Value, Vision, Mission, History.

Our Value

Telefono Azzurro works to help children and adolescents who live in environments of abuse and neglect, violation of their rights, and other situations that may jeopardize their well-being and growth. Through listening, advice, and action, we seek to meet the needs and expectations of children and young people. We advocate for their rights and engage with society to promote a culture of children's rights.

Our Vision

Telefono Azzurro envisions a world where children and adolescents live in environments that protect, promote, and support their rights. This is a world free from abuse, neglect, and exploitation, where children and adolescents can achieve their potential. Our mission is to contribute to the development of a full culture of children's rights.

Our Mission

Telefono Azzurro works to promote the rights of children and adolescents. We engage in school and prison projects, work with volunteers and territorial centers, and participate in school and education projects. We also support families, schools, and the territory.

Our History

Telefono Azzurro was founded in 1987 in Bologna: the promoter of the initiative is Ernesto Caffo, at the time associate professor of Child Neuropsychiatry at the University of Modena. Since then we have been supporting children and adolescents on the phone, on the web, in chat, and through our social media. We listen to children and adolescents every day and offer concrete answers to their requests for help, also through collaboration with institutions, associations, and other local realities. We operate in an international context for the promotion of a culture of rights.
Listening and Emergency Lines

1989

The activity of 24 hours a day, 365 days a year, of the "Telephone Azzurro" has a double aim: to improve the psycho-physical development of children, and to ensure their protection. The helpline is active 24 hours a day, every day of the year through the number 116000, according to the Memorandum of Understanding signed between MIUR and Telecom Italia in 2003, which was drawn up with the aim of promoting the "safe use of the internet", an important theme to safeguard the rights of children and adolescents, especially minors who use the internet. The helpline is managed by the Department of Equal Opportunities, whose Azzurro, since 2003. It is a multi-channel emergency service of public utility established by the Department of Equal Opportunities, whose Azzurro is represented by the

Collaborations with Companies and Organizations

In 2019, “Telefono Azzurro” strengthened its relations with major companies in order to create a culture of prevention within the various fields of activity in which it operates. In particular, it has made use of its collaborations with leading companies, such as Microsoft, Facebook, and Google, to promote a culture of responsibility and respect for children's rights in the digital world. The project is in line with the UN General Assembly Resolution 44/25 of 20 December 1989 on the rights of the child and the Declaration of the rights of the child, an important document, which states that all children have the right to live in freedom, security, and dignity, and to express their views and participate in decisions affecting them. The project also aims to promote the rights of the child and to prevent and intervene in situations of abuse in children, prisoners, and young people, also in the framework of the Memorandum of Understanding signed with MIUR during SID 2016, as part of the Prevention of Childhood Emergency Service 9001: 2015 activities related to telephone lines and 114 Emergency.

Sharing and International Projects

As an initiative supported by the Federation of Associations of Disabled People, "Telefono Azzurro" has launched the project "seeSECURe". The project aims to create a culture of security and respect for children's rights in the digital world, through a series of activities and initiatives aimed at promoting the safe use of the internet, and to raise awareness of the dangers of online harassment and cyberbullying. The project is supported by the Ministry of Education, University, and Research (MIUR) and is coordinated at a national level, with the support of the National Commission for the Protection of Children and Adolescents. The project's activities include the promotion of a culture of security and respect for children's rights, and the prevention of situations of abuse in children, prisoners, and young people, in the framework of the Memorandum of Understanding signed with MIUR during SID 2016. The project also aims to promote the rights of the child and to prevent and intervene in situations of abuse in children, prisoners, and young people, also in the framework of the Memorandum of Understanding signed with MIUR during SID 2016. The project also aims to promote the rights of the child and to prevent and intervene in situations of abuse in children, prisoners, and young people, also in the framework of the Memorandum of Understanding signed with MIUR during SID 2016. The project also aims to promote the rights of the child and to prevent and intervene in situations of abuse in children, prisoners, and young people, also in the framework of the Memorandum of Understanding signed with MIUR during SID 2016. The project also aims to promote the rights of the child and to prevent and intervene in situations of abuse in children, prisoners, and young people, also in the framework of the Memorandum of Understanding signed with MIUR during SID 2016. The project also aims to promote the rights of the child and to prevent and intervene in situations of abuse in children, prisoners, and young people, also in the framework of the Memorandum of Understanding signed with MIUR during SID 2016. The project also aims to promote the rights of the child and to prevent and intervene in situations of abuse in children, prisoners, and young people, also in the framework of the Memorandum of Understanding signed with MIUR during SID 2016.

Some activities and projects in 2019

- Children in Prison

- Awareness and Prevention at School

- Study Centre and Research

- Financial Statements 2019

- "Telefono Azzurro" National Project from November 2018 are subject to validation and verification by the Court of Accounts.