

WHO ARE WE?

Act for change, Invest in potential

Since 1993, ACTED has been committed to immediate humanitarian relief to support those in urgent need and protect people's dignity, while co-creating longer term opportunities for sustainable growth and fulfilling people's potential..

ACTED's Dedicated Helpline

In cooperation with LibAid and the Municipality of Benghazi, ACTED established a dedicated helpline. People can call to report their needs and in turn we put them in touch with service providers as part of our referral system.

The helpline receives calls from concerned individuals such as the internally displaced population, returnees and the vulnerable communities in Benghazi. We provide a safe and secure communication channel and our aim is to provide as much assistance as possible.

ACTED in Libya

ACTED has been operating in Libya since 2011, delivering humanitarian assistance and support to civil society, social enterprises and local governance in Misrata, Tripoli, Sabha and Benghazi Districts. The capital office is located in Tunis with permanent field offices in the cities of Benghazi and Tripoli.

Since 2011 ACTED has implemented multiple projects in Benghazi and this project specifically focuses on protection through protection monitoring, a dedicated protection helpline and a referral system to service providers mapped within the region.




What is a helpline?

Our helpline is a free and dedicated phone service that provides advice and support by offering you referrals to relevant service providers. These referrals are based on your needs and on the services we can provide.


We are the link between you and service providers.



Services that we can offer a referral to:

 Psychosocial support -> receiving guidance and counselling from service providers

 Primary Medical Care -> Referral to Free Clinics

 Specialized Services for Women and Children -> Social, Psychological and Medical Care

 Restoring Family Links

How to Contact Us?

Libyana

0927461520

Type code # before the number to contact us for free on the Libyana number.

Almadar

0916945847

Use the code #140* before the number to send a text message for free and we will contact you.

We are here for you!

 *All your concerns will be kept safe!*

SMS

0927461520/0916945847

Our Helpline Operators are available from
9 am - 5 pm

Sunday to Thursday

Feel free to send us an SMS 24/7 and we will get back to you as soon as possible!

Who can use this service?

Anyone can call the helpline; our project targets vulnerable communities such as, internally displaced people, returnees, host communities and vulnerable women, children and men. We have two helplines dedicated to provide support and assistance in Benghazi.



For any queries or complaints regarding our project please call our Complaints Response Mechanism Line:

09101993266