

TOPIC 3. TEEN STRESS AND PRESSURE**LESSON 4: READING**

Watch the video and then answer the question: **Do you know what a child helpline is?**

**The Magic Number**

Magic Number **18001567** is a 24-hour toll-free service for counselling and protecting children and young adults in Viet Nam. The helpline was set up in 2004 by the government with support from Plan Vietnam, an international children's development organisation.

By 2014, the helpline had received over 1.5 million calls from children and adults nationwide. Sixty-nine per cent of the calls came from children and most child callers were in the 11-14 year old and 15-18 year old groups. The calls were mostly questions about family relationships, friendships, and physical and mental health. Moreover, nearly 3,000 cases of missing or abandoned children, or children who were suffering from violence, trafficking, or sexual abuse received emergency support. The helpline promotes child participation in its operations by involving children as peer communicators and decision makers.

A member of Child Helpline International, Magic Number aims to create favourable conditions for children to develop physically and mentally. If you need support or advice, or know of someone who does, just dial 18001567!

(The facts, figures, and photos in this text are provided by Plan Vietnam)

Task 1. Answer the questions.

1. What is Magic Number 18001567?

2. Which age groups have called the helpline most?

3. What were the calls mostly about?

4. Why have 3,000 calls received emergency support?

5. How does Magic Number promote child participation in its operations?

6. What is the aim of the helpline?

Task 2. Read the text again and decide if the following statements are true (T) or false (F).

Statements	True or False
1. You can call Magic Number anytime during the day or night.	
2. The service and the telephone calls are free.	
3. Only children can call the helpline.	
4. The typical caller to Magic Number is a nine-year-old child.	
5. All decisions about the operation of the helpline are made by adults.	
6. The service is available in all cities and provinces in Viet Nam.	