



Listening and helping

Anonymous. Competent. Confidential.

Annual Report 2015

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1. Foreword

“Stop wasting time on things you cannot change.

But devote all energy to things you can change.”

Bertolt Brecht

This is the annual report 2015 of the Kanner-Jugendtelefon.

The goal of this annual report is to present a comprehensive overview of the activities and developments of the (KJT) Kanner-Jugendtelefon.

Our low-threshold and anonymous counselling services are open to children and youngsters as well as to parents, teachers and carers. Our services focus on prevention as well as on direct and concrete help.

Every question and every problem addressed by the person seeking help are welcome. For children, youngsters and parents who are desperate and in need of help, the KJT is often the first point of contact and thus an indispensable element in the psychosocial support and help chain. The threshold to go to another institution is often too high. The KJT can every now and then set the foundation for a positive development of children and youngsters.

Our volunteers have taken 1373 calls in 2015. Psychosocial and mental health problems such as violence, bullying, abuse or suicide were issues in addition to topics considering relationships with family and friends. All services show an upward trend: the number of people contacting the BEE SECURE Helpline have more than doubled since 2013.

The English Online Counselling for children, youngsters and parents has started, a development that should be closely followed.

A total of 70 volunteers are working for the KJT and provide their time, their experience and their knowledge. I would like to thank them especially for their service as it are precisely those people who support - not only in case of emergencies but also in everyday life - children, youngsters and families, and thus contribute to a cohesive society. By their work, our volunteers act as an integrational force in a society where living together is disintegrating and people are marginalized who are most in need of assistance and sympathy.

Thanks to all for your good support and pleasant collaboration over the year. Only with the cooperation and assistance of numerous volunteers, our services can be fully effective.

Barbara Gorges-Wagner
Chargée de Direction

2. The KJT and its services

Kanner-Jugendtelefon

Anonymous counselling and information for children and youngsters under the toll free helpline number 1 1 6 1 1 1

Online Help

www.kjt.lu Anonymous online counselling for children and youngsters
Since 2015, online counselling for English speaking children, youngsters and parents is available

Elterentelefon / Ecouté parents

2664 0555 Helpline for parents: counselling and information for parents, grandparents and professionals

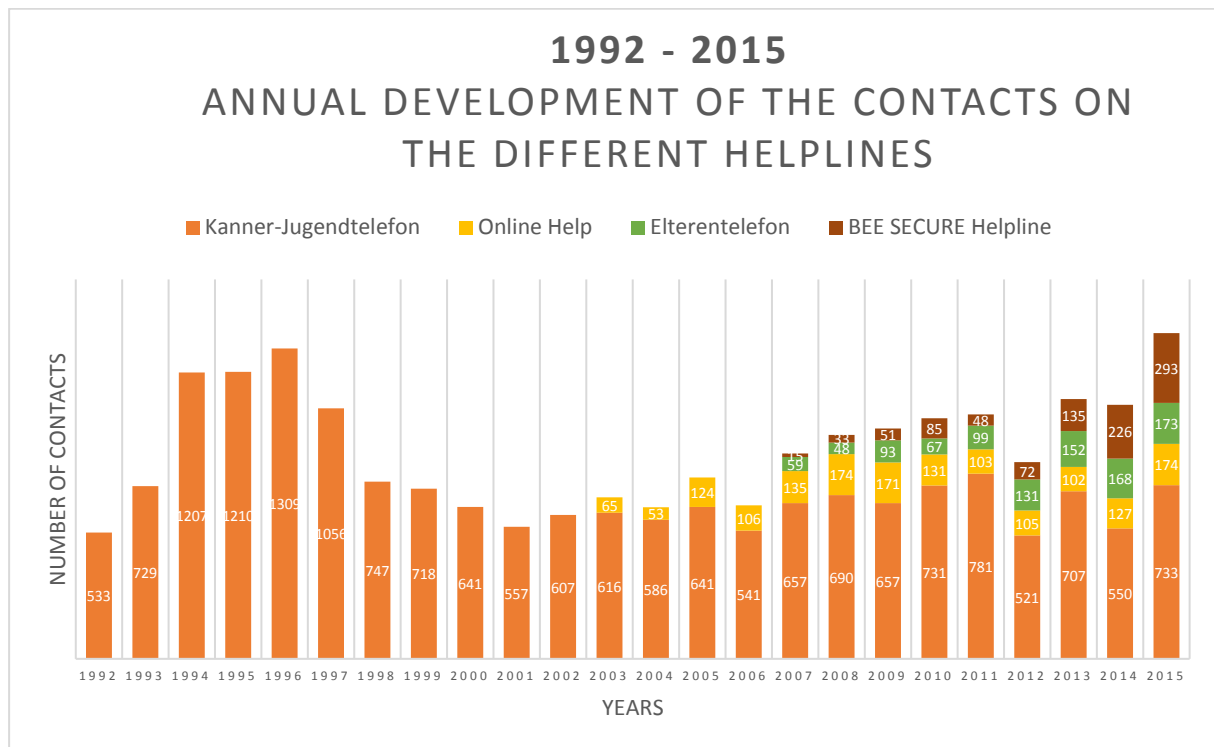
BEE SECURE Helpline

Advice and guidance on a safer use of new information and communication technologies under the toll free number 8002 1234

BEE SECURE Stopleveline

Anonymous reporting of illegal content encountered online at stopline.bee-secure.lu

3. Facts and current trends of the different helplines



This overview illustrates the development of our services from 1992 until today.

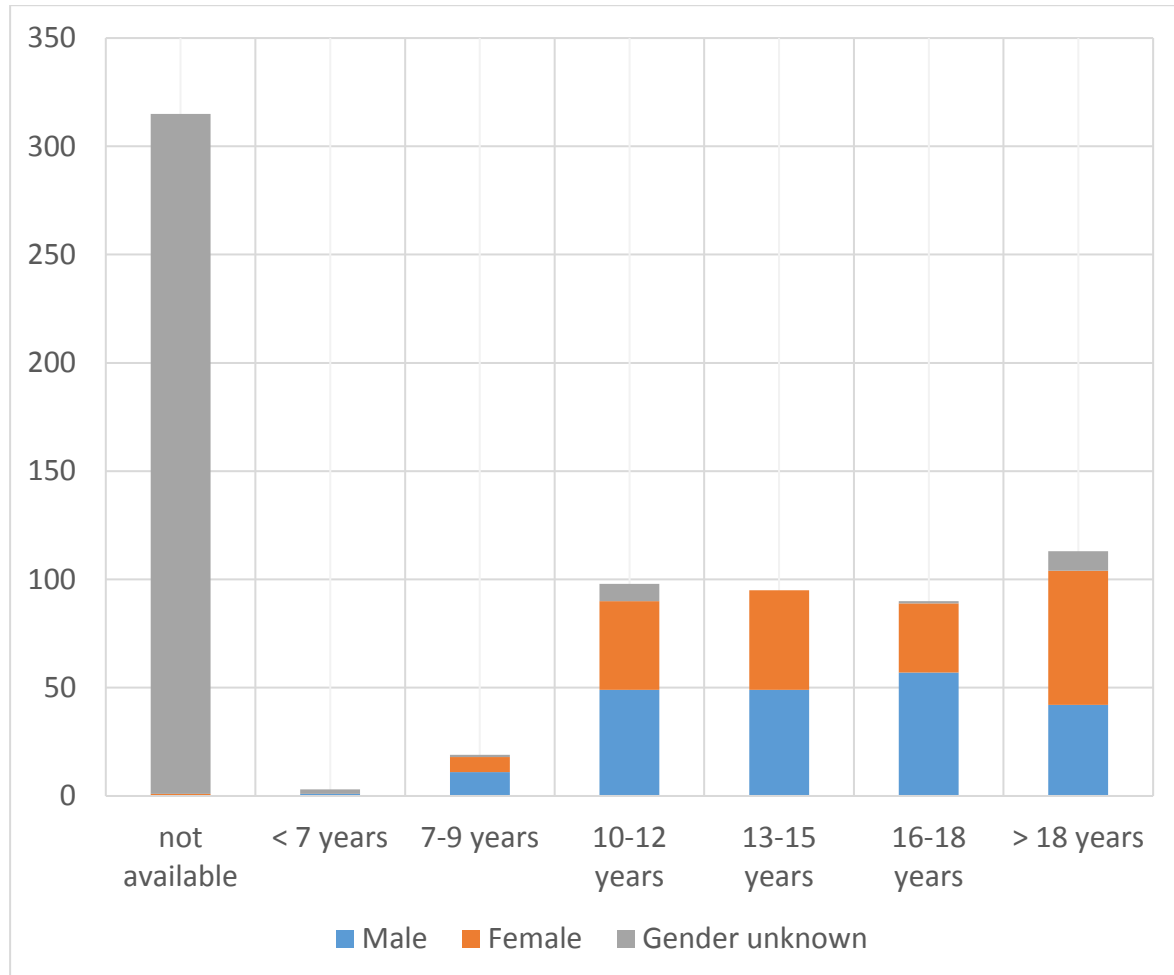
All our services are low threshold and based on anonymity and confidentiality. The need for advice and counselling is slightly increasing.

Our intensive efforts in the field of public relations to establish the 1 1 6 1 1 1 Kanner-Jugendtelefon, seem to bear fruit. Our little team of KJT ambassadors, which goes to schools and participates at youth events, contributed to this end, as well as our partners from BEE SECURE and police / youth protection and donations that allow us a slightly different approach in the field of public relation.

The 1 1 6 1 1 1 is a European phone number. This means, that if a child dials this number in an emergency situation, in every European country it will be connected with the local national helpline.

3.1 Kanner-Jugendtelefon 1 1 6 1 1 1 – listening and helping

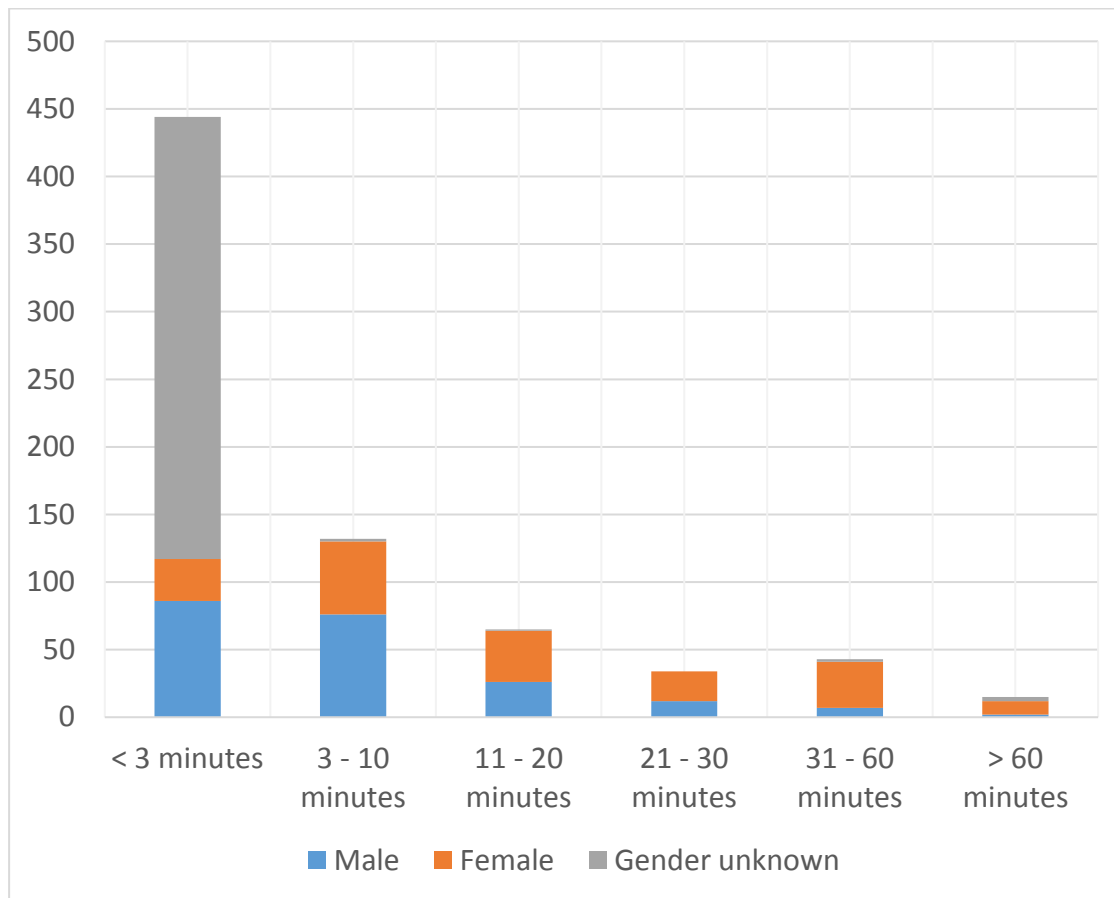
116111: Age and gender of our callers (N=733)



733 children and youngsters have contacted 1 1 6 1 1 1 Kanner-Jugendtelefon.

The age categories from 10 to 18 years are "balanced" this year. Last year, there were more younger callers in the age category from 10 to 12.

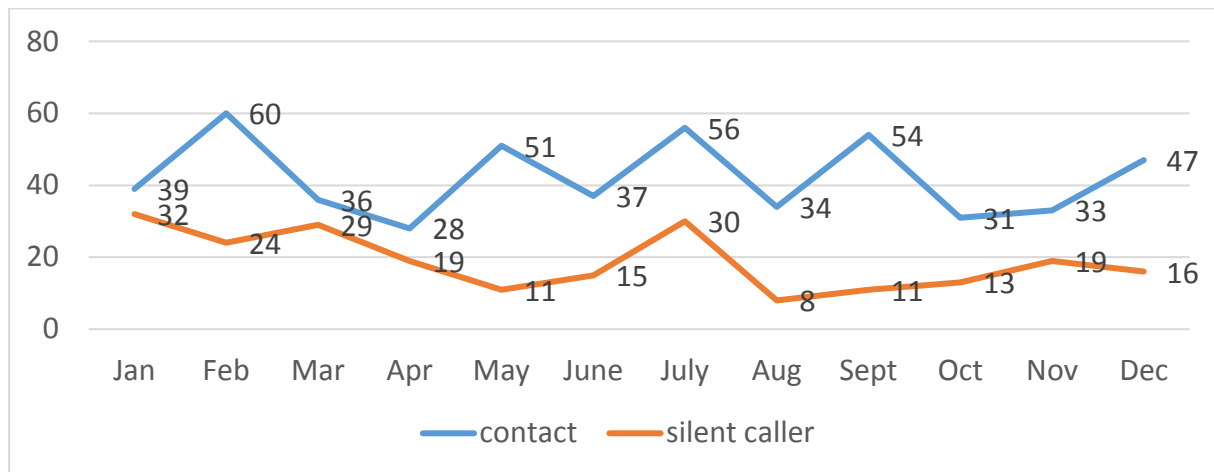
1 1 6 1 1 1 is a counselling service of obviously similar interest for boys and girls. There is a slight majority of female callers. Like already in 2014, we can say that there is nearly a balance in gender of the callers.

1 1 6 1 1 1: Contacts according to duration and gender (N=733)


The contacts that last less than 3 minutes and where the gender of the caller is unknown (here in grey) are mostly test, fun or silent calls. We consider these calls as a first contact. Children and youngsters are testing what happens when they call 1 1 6 1 1 1. They explore how the Kanner-Jugendtelefon works. Some of them do not yet dare to speak. We take this kind of contact seriously, knowing that a child which has taken confidence, turns to us in an emergency situation. "Bad secrets" that children do not dare to talk about to their social environment, they may confide them to counsellors bound to the obligation of secrecy.

In contrast to last year, the duration of the conversations are more balanced. Conversations with girls last in general longer.

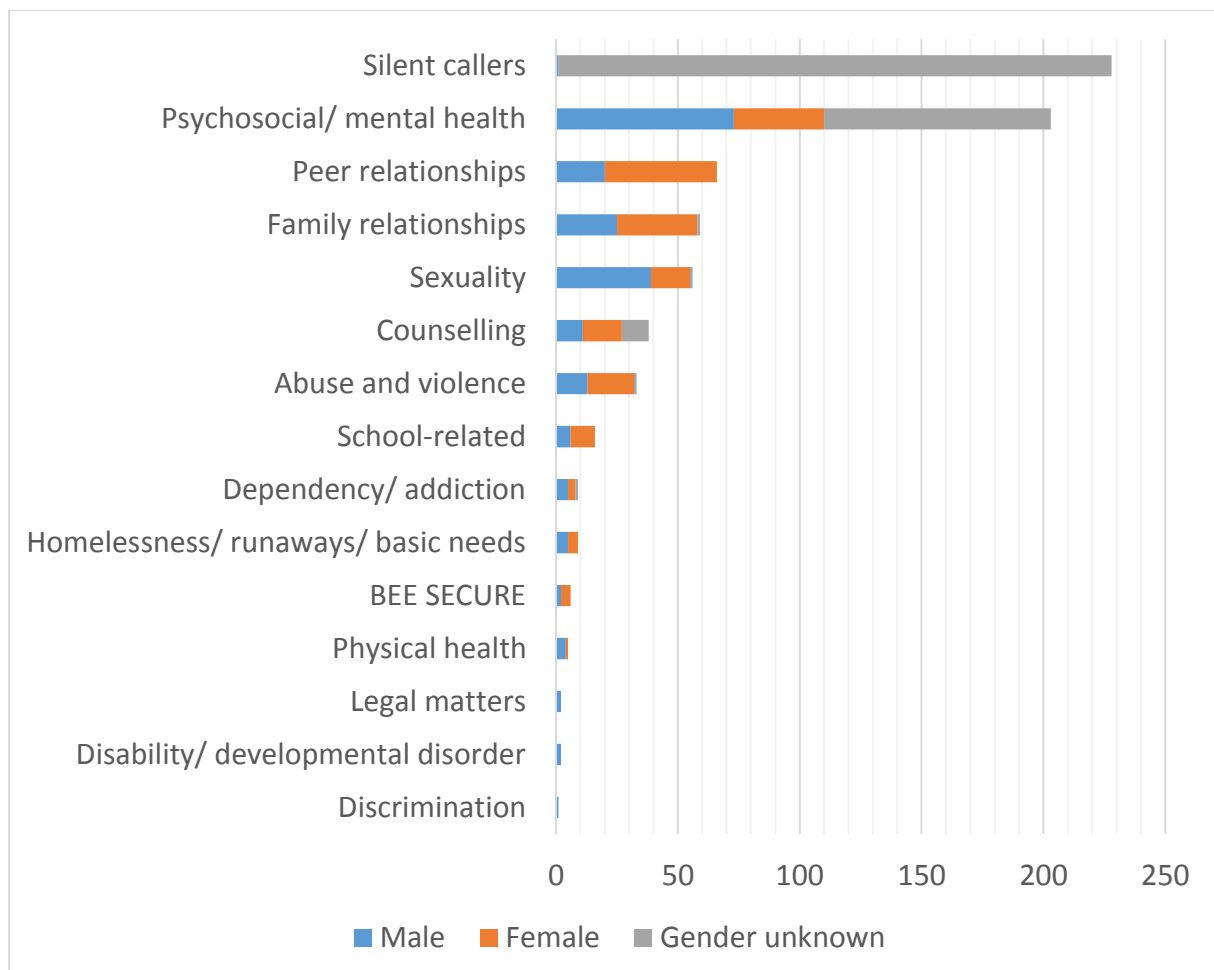
1 1 6 1 1 1 : Contacts over the year (N=733)



The chart shows that contacts are declining over holiday periods. Particularly noticeable was this decline of contacts in August.

It shows that there is a clear positive correlation between number of contacts and publicity (publication of articles, interviews, radio, television ...).

1 1 6 1 1 1 : Central issues (N=733)



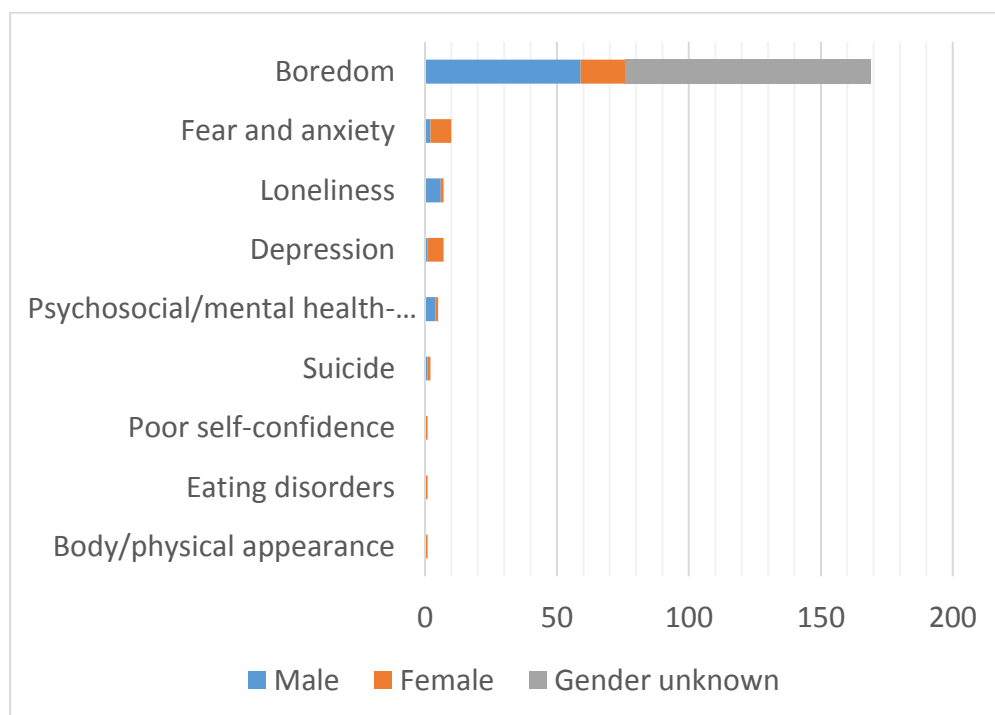
Main topics in 2015:

- Psychosocial and mental health
- Peer relationship
- Sexuality
- Family relationships
- Abuse and Violence

The issues in relation to sexuality are in third place and still of major importance.

As in other European countries, the category abuse and violence, is unfortunately among the top five issues.

1 1 6 1 1 1: Psychosocial/Mental health (N=203)



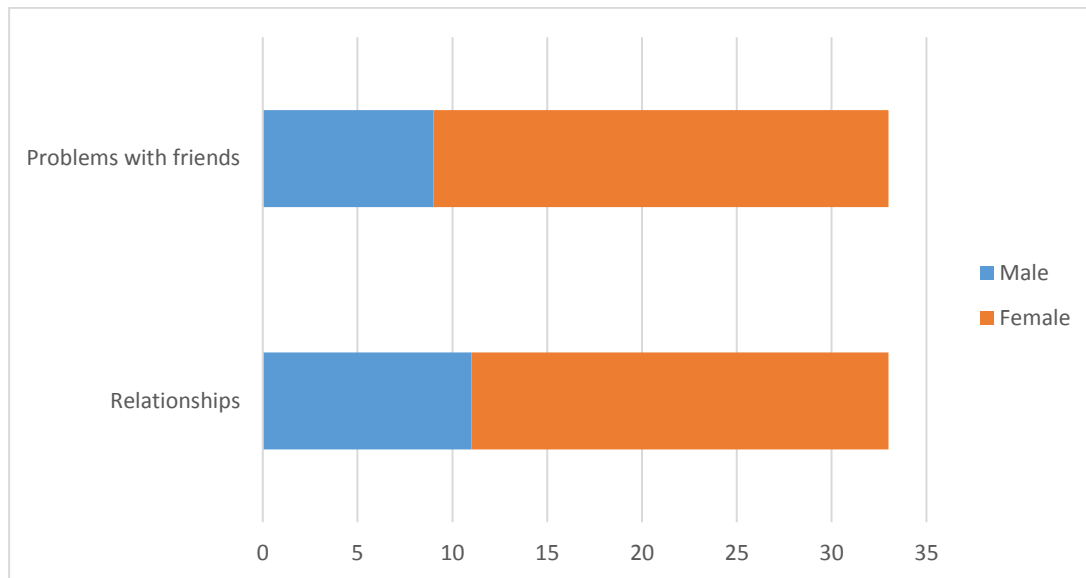
The category “psychosocial health” is on the top of our issues. Here you will find various items.

On one hand, test calls are classified under this specific category.

This category includes young people who call our helpline out of boredom, or to test who we are. We understand these calls as a first approach to establish contact with us. We often have the opportunity to get in contact with callers and develop fruitful discussions.

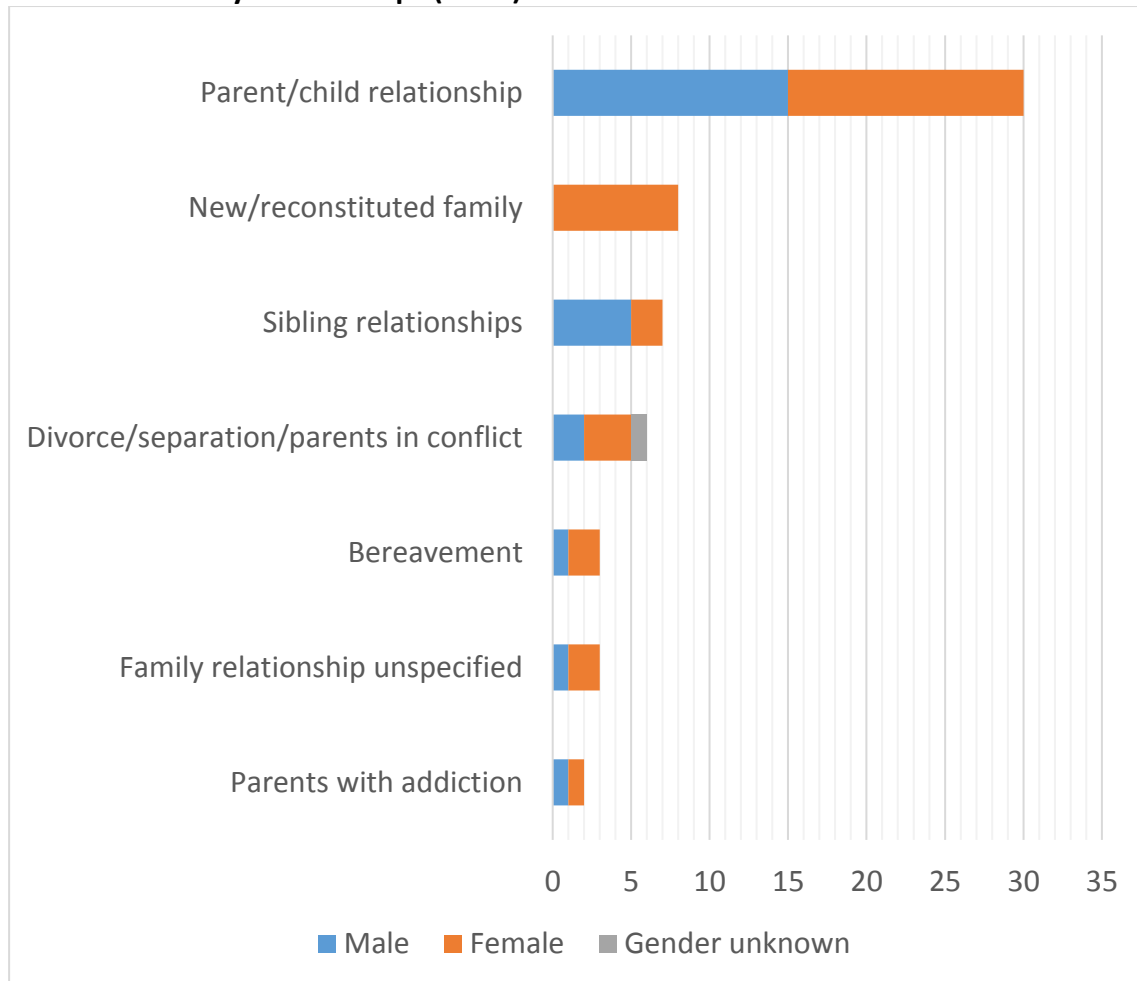
On the other hand, we find specific psychological problems such as anxiety and worries, loneliness, depression and over and over again young people who don't want to live anymore. They express suicidal thoughts or concrete suicidal intentions.

1 1 6 1 1 1: Peer relationships (N=66)



This category includes first love. We meet young people who would like to start a relationship and are still looking for some courage to take the first step, or we meet young people who are hurt because their love is not returned.

In this category you will find also young people who have problems and conflicts with peers, youngsters who feel excluded or at a disadvantage, (social networks). Many of these cases could nevertheless be classified under bullying.

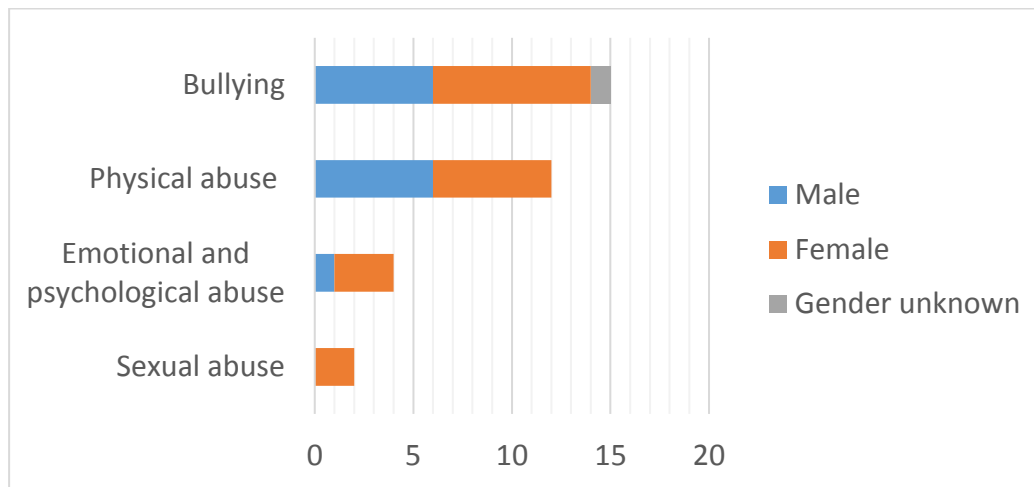
1 1 6 1 1 1: Family relationships (N=59)

The topic "Family relationships" shows high-level conflicts between parents and their children. Children and youngsters are experiencing parents as constantly criticizing and complaining. The issues of sanctions and rules / setting limits (pocket money, house arrest, leaving the parental home ...) and school problems are coming into play.

Children / teenagers are looking for dialogue partners because their parents are busy with themselves and existential life issues, such as the reorganization of family life in separation and divorce situations or the loss of a family member. Children are calling also because of the addiction of a parent.

Children and young people are contacting us because they cannot and don't want to speak about personal issues to their parents.

1 1 6 1 1 1: Abuse and violence (N=33)

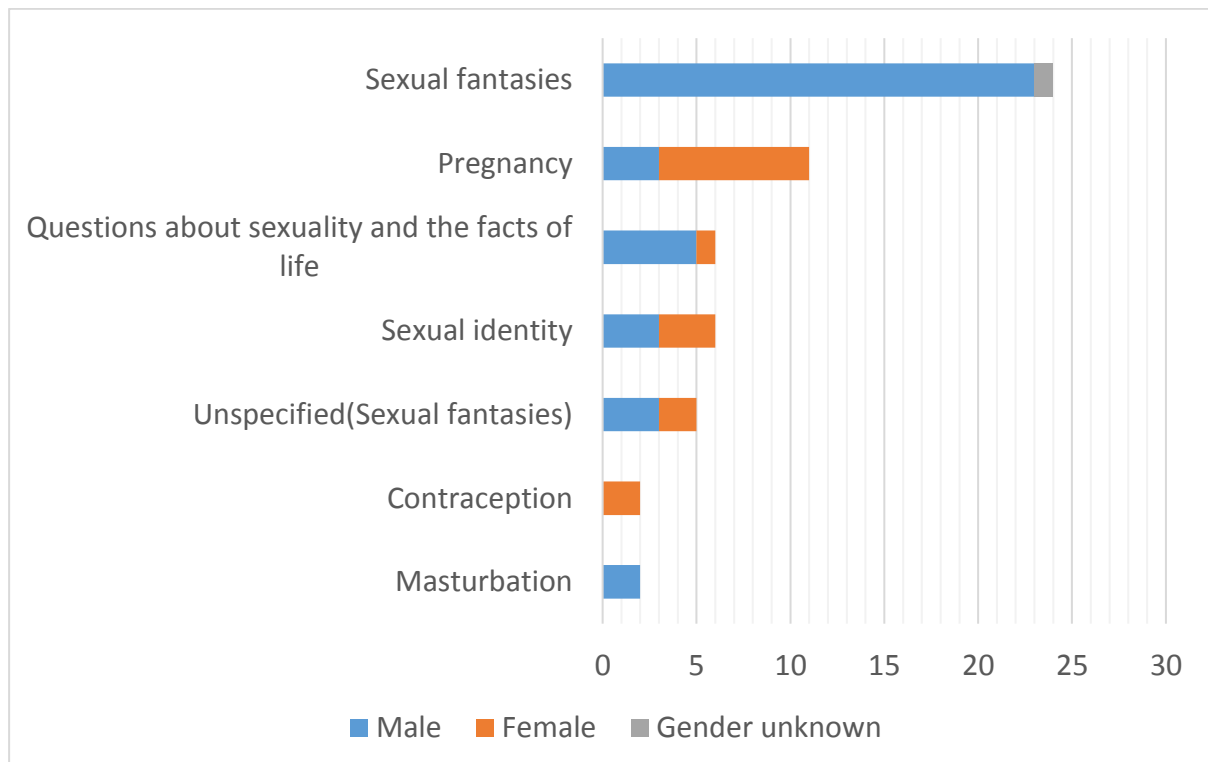


In the field of abuse and violence, the number of calls has remained unchanged. This year, the number of bullying / cyberbullying cases have increased significantly. The cases are often severe. Bullying and cyberbullying often occur in a combined form including psychological and physical violence.

We are often informed about cases of sexual violence by the partner or friends of the victim.

These figures have to be thought-provoking, if you know that 70-90% of the victims of sexual and physical violence develop a posttraumatic stress disorder.

1 1 6 1 1 1: Sexuality (N=56)



This year too, pregnancy, contraception and questions about sexuality or sex education were central concerns.

The number of questions about sexual identity, homosexuality or transsexuality, have increased in comparison to last year.

So-called "sex-callers" try to exploit again and again the staff of 1 1 6 1 1 1 Kanner-Jugendtelefon for their sexual fantasies. We are determined against such calls.

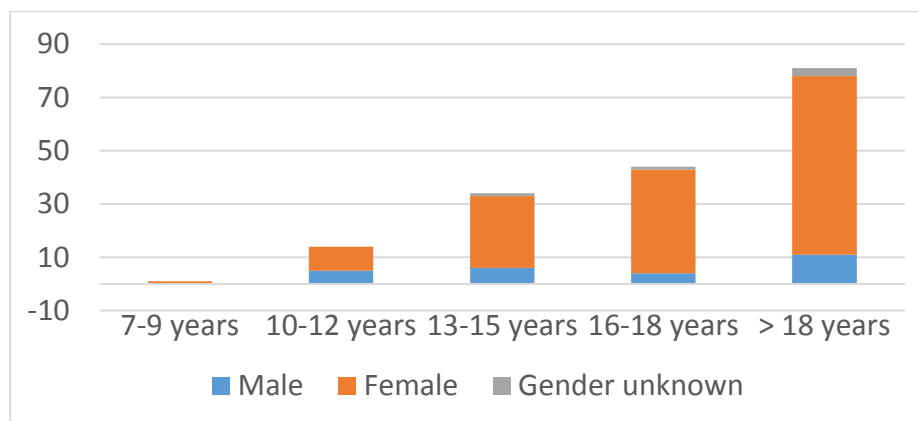
3.2 Online Help



Children and youngsters can contact us anonymously via our website www.kjt.lu. Here they will receive a confidential and personal answer to their query.

The Online Help got 47 more requests than in 2014. This considerable higher number of requests can be linked to the launch of the Online Help Service for English speaking people as you will see later.

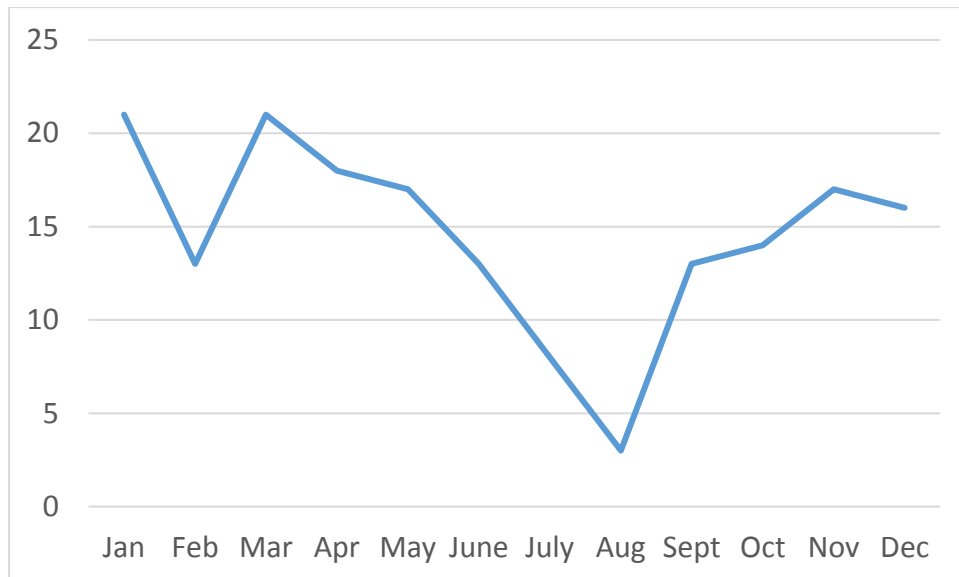
Online Help: Age and gender (N = 174)



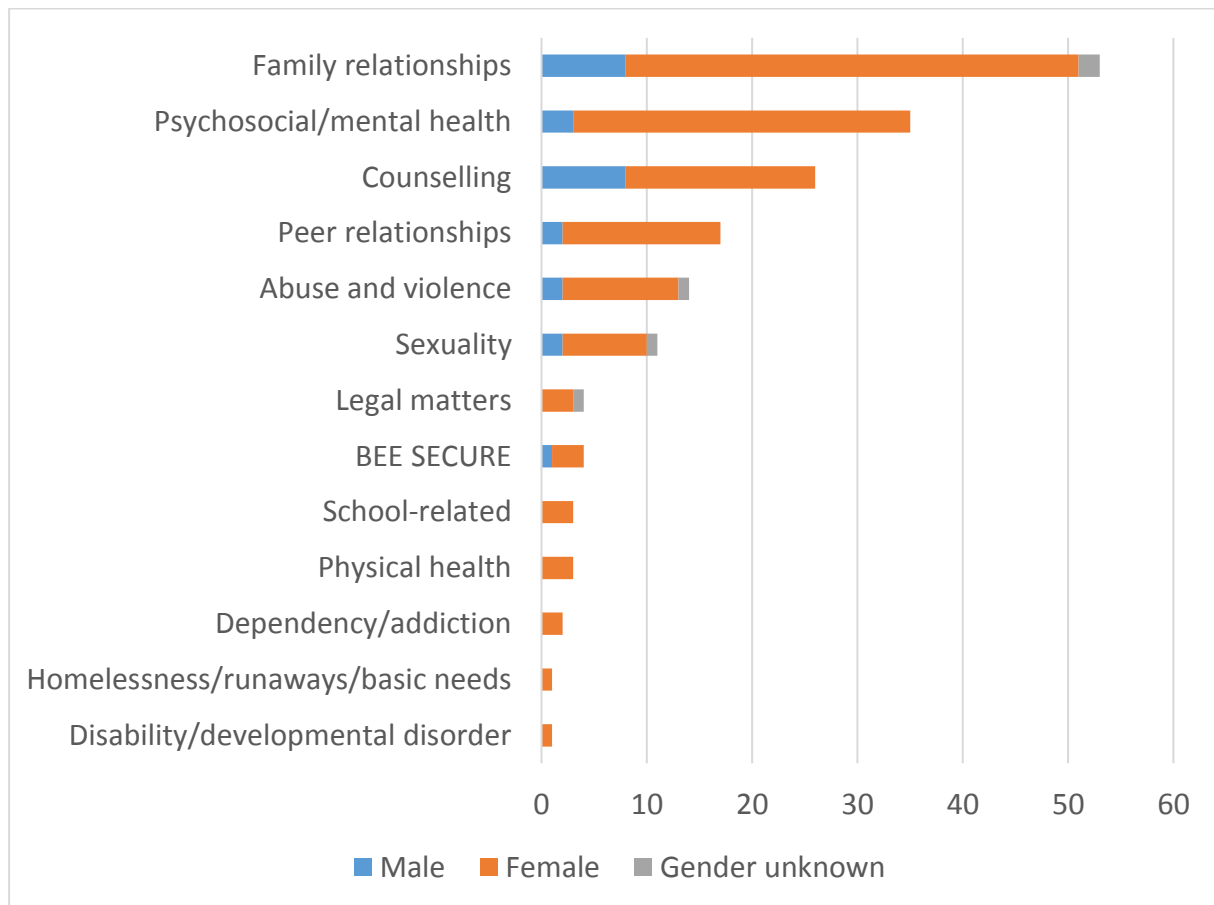
The group, older than 18 years, is above average, which can be related to the Online Help for parents.

Last year already, we did note that more and more youngsters, above the age of 10 years, write to us. This change in age, as seen this year within the age group of 13 to 15 years as well as in the group 10 to 12 years, confirms that children are using the Internet at a younger age.

The trend that an increasing number of male youngsters are using the Online Help is persisting in 2015.

Online Help: Number of contacts over the year (N=174)

Like in the chart for the 1 1 6 1 1 1 Kanner-Jugendtelefon, we can see that the number of contacts for the Online Help Service is decreasing over the holidays, especially over the summer holidays.

Online Help: Main issues (N=174)**Main issues:**

- Relationships within the family
- Psychosocial and mental health
- Counselling
- Relationship with peers
- Abuse and violence

The category "relations within the family" is the main topic. Escalated conflicts with the parents are dominating. Advices are being needed in case of separation or divorce with all its consequences, as well as problems in the field of dependency of a parent or tutor.

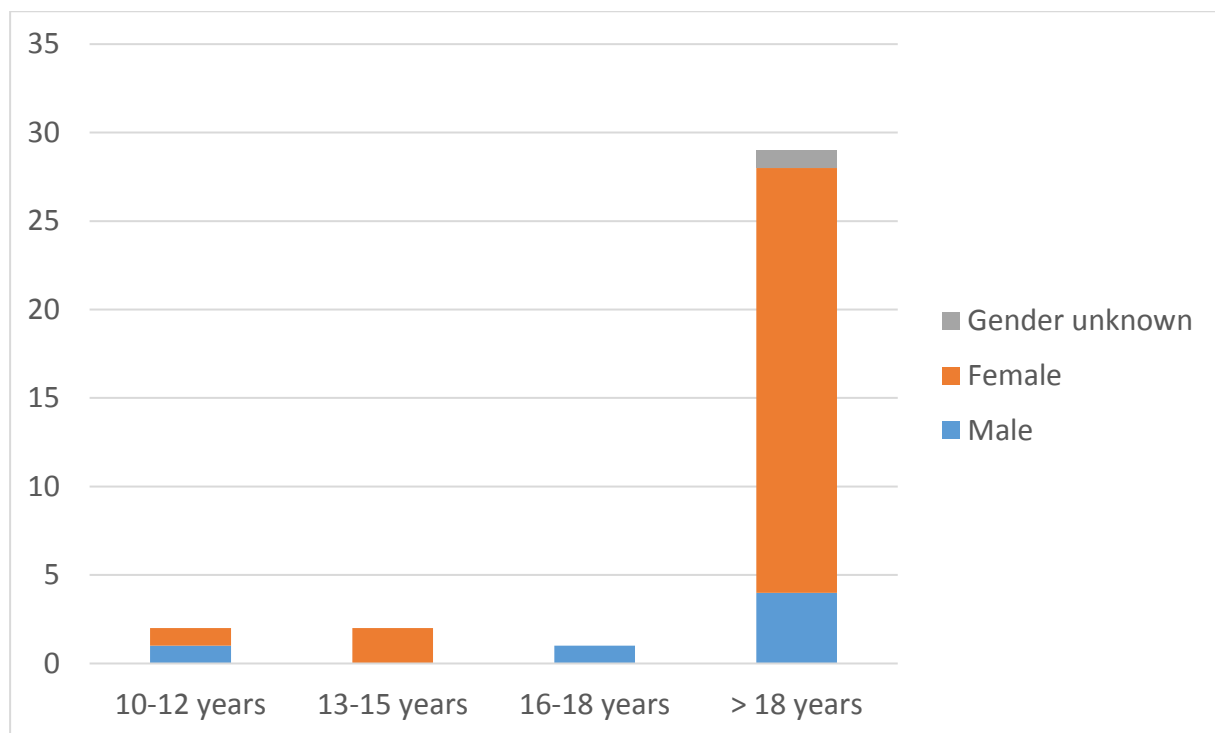
Within the category "psychosocial and mental health" we see young people with serious problems. The counsellors take care of these youngsters to help them deal with their anxiety and worries. A lot of these youngsters have expressed suicidal thoughts, very often in combination with problems of self-harm.

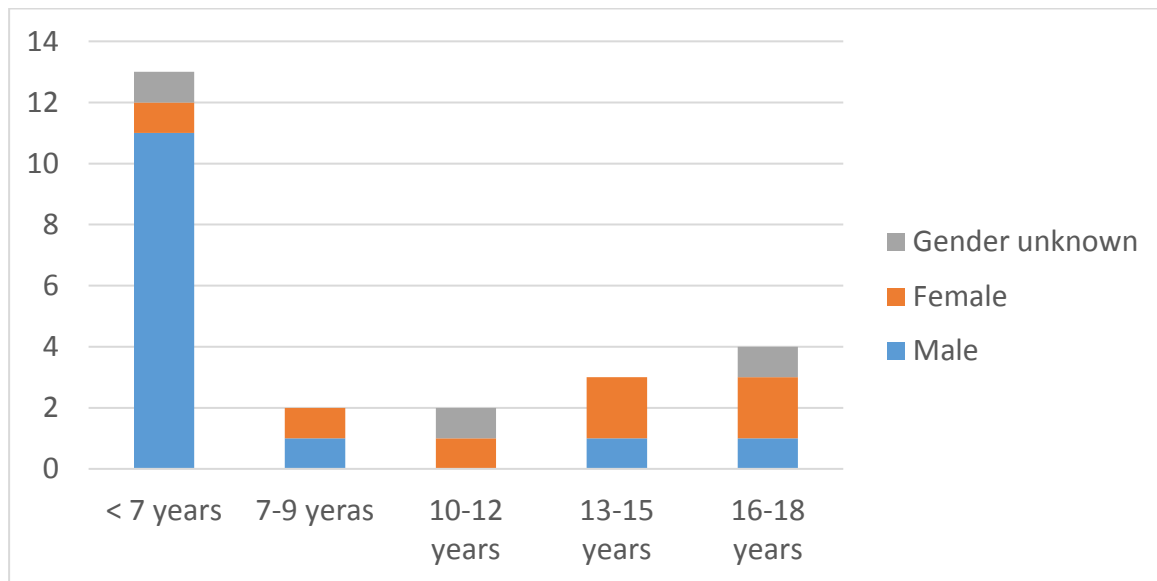
The category "counselling" is in third place, especially in the field of school orientation, which can be linked to the launch of the Online Help for English speaking parents. In fourth place, we find the "relationships within the peer-group". This is mainly about relationships, conflicts and problems with peers. Within the category "abuse and violence" there are experiences of psychological and physical violence inflicted by family members.

Online Help – English-language

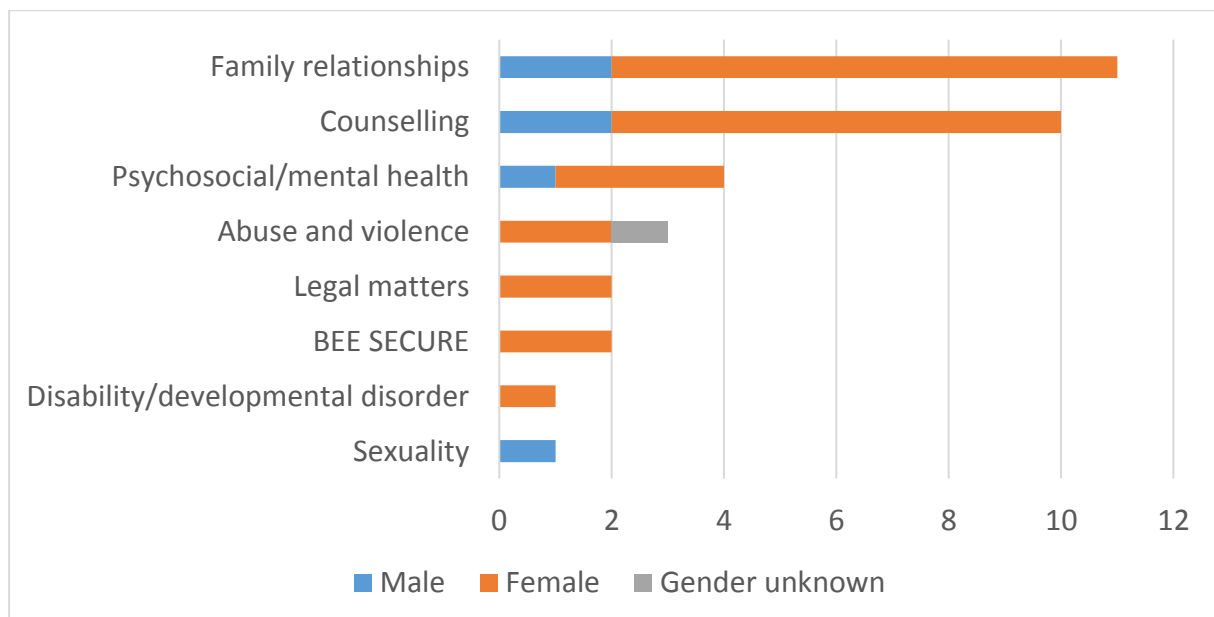
The English-speaking Online Help for parents was launched in January 2015 and in June for children and youngsters. A total of 34 requests have been received by the recently created English team. The English Online Help for parents has been well received; in 2016 we will continuously promote the Online Help for children and youngsters.

Children & Parents - Online Help English: Contacts according to age and gender (N = 34)



Parents-Online Help (English-Language): Children according to age and gender (N = 24)


Parents are especially worried about the education of boys under the age of 7 years. They request support to deal with the aggressive behaviour of their children.

Children & Parents - Online Help (English-Language): Central issues of the contacts (N = 34)


Main Issues:

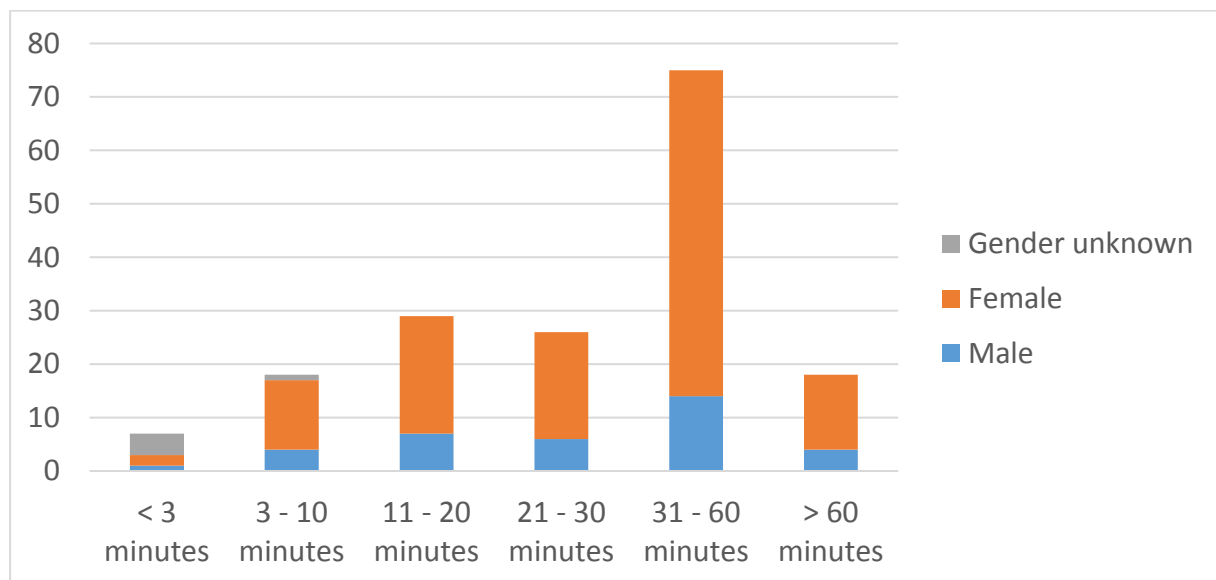
- Relationships within the Family
- Advices
- The psychosocial and mental health
- Abuse and Violence
- Legal matters

The English Online Help for parents receives the most questions in the juridical field and regarding the safer use of Internet and communication technologies (Category BEE SECURE).

3.3 Parents Helpline

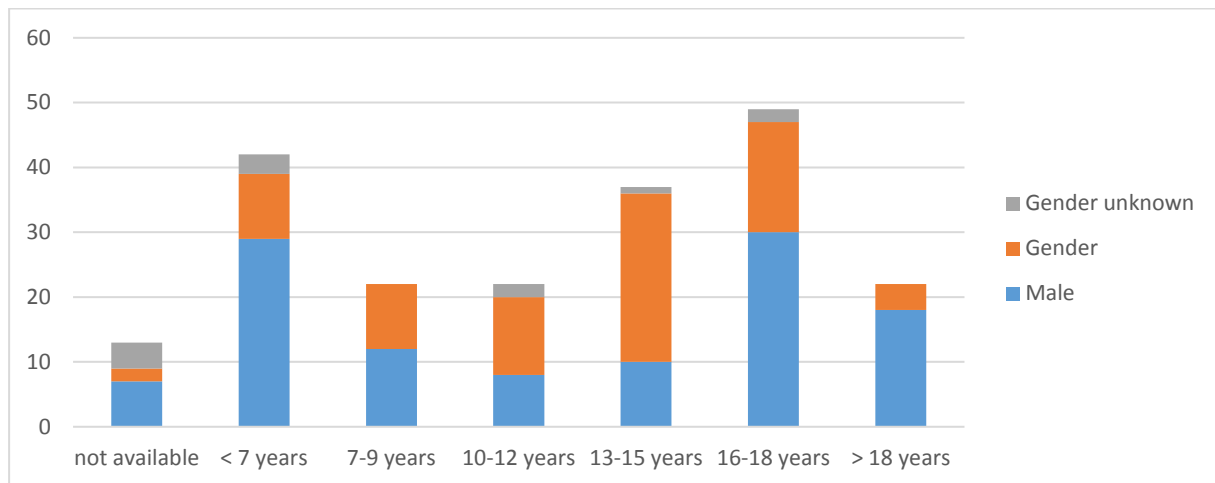


Elterentelefon: Contacts according to duration and gender (N=173)

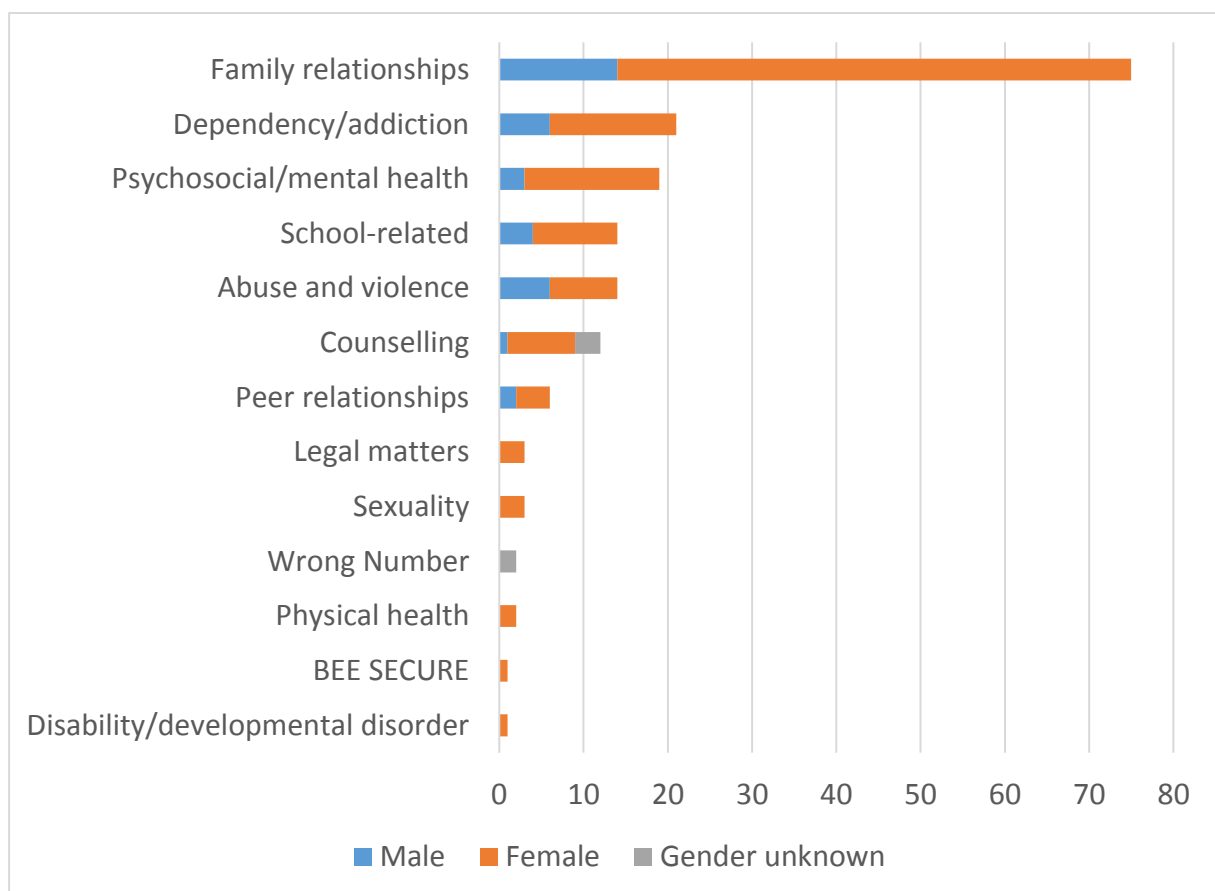


There is a slight increase on the parents' helpline in terms of those asking for advice.

On average, phone calls on the parents' helpline last longer than on the 1 16 1 1 1 Kanner-Jugendtelefon.

Elterntelefon: Children according to age and gender (N=207)


Similar to the Online-Help, children under the age of 7 showing aggressive behaviour are apparently those who are the toughest challenge for many parents. For some 16 to 18 years old boys hostile behaviour is a way to get attention from their parents.

Elterntelefon: Main issues (N=173)


These are the five main issues:

- Family relationships
- Dependence and addiction
- Psychosocial and mental health
- Abuse and violence
- School

Like in previous years, a major reason to contact the parents' helpline are issues related to family relationships.

The dramatic increase about problems related to addiction is striking.

3.4 BEE SECURE Helpline:

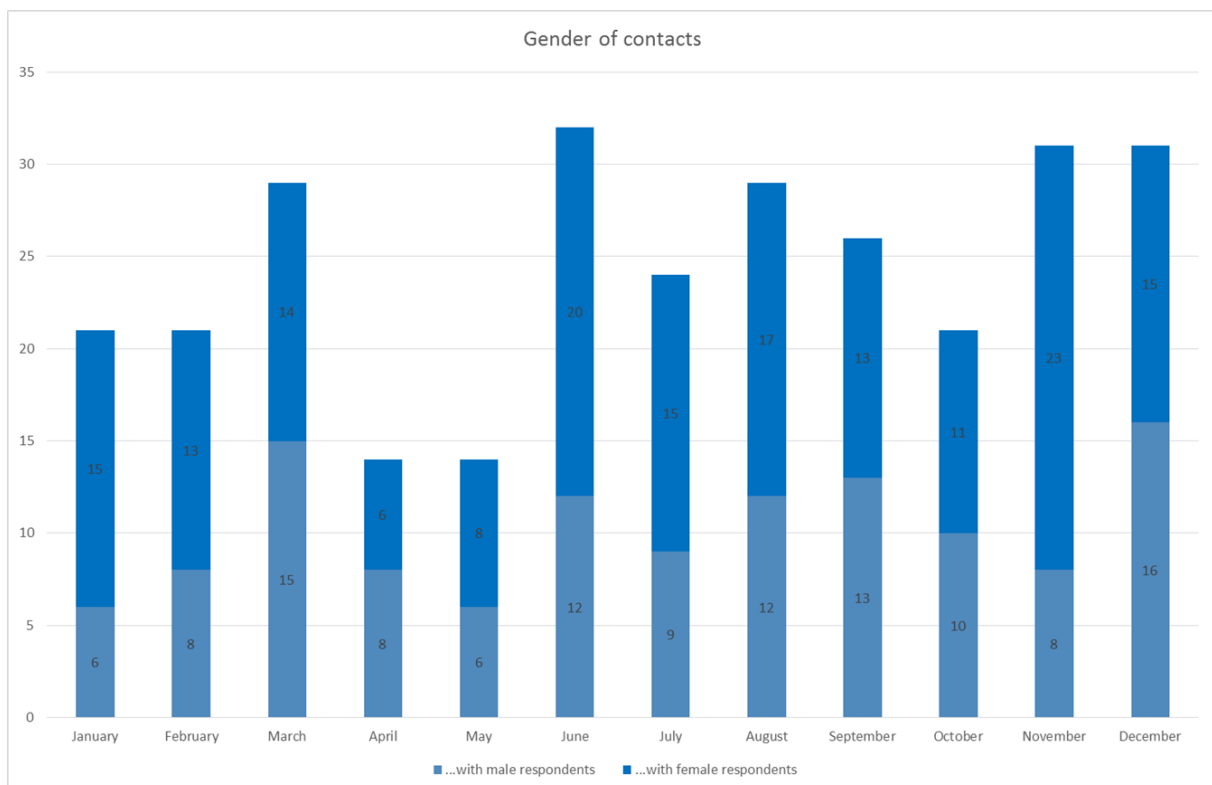


The Kanner-Jugendtelefon is besides the Service National de la Jeunesse and securitymadein.lu one of three complimentary partners in the initiative BEE SECURE and operates the BEE SECURE Helpline and the BEE SECURE Stopline.

The BEE SECURE Helpline is another toll free anonymous and confidential helpline. It was contacted 293 times to ask for information, advice or help. There has been a steady increase in the number of calls for the BEE SECURE Helpline over the last years: 135 calls in 2013 and 226 calls in 2014.

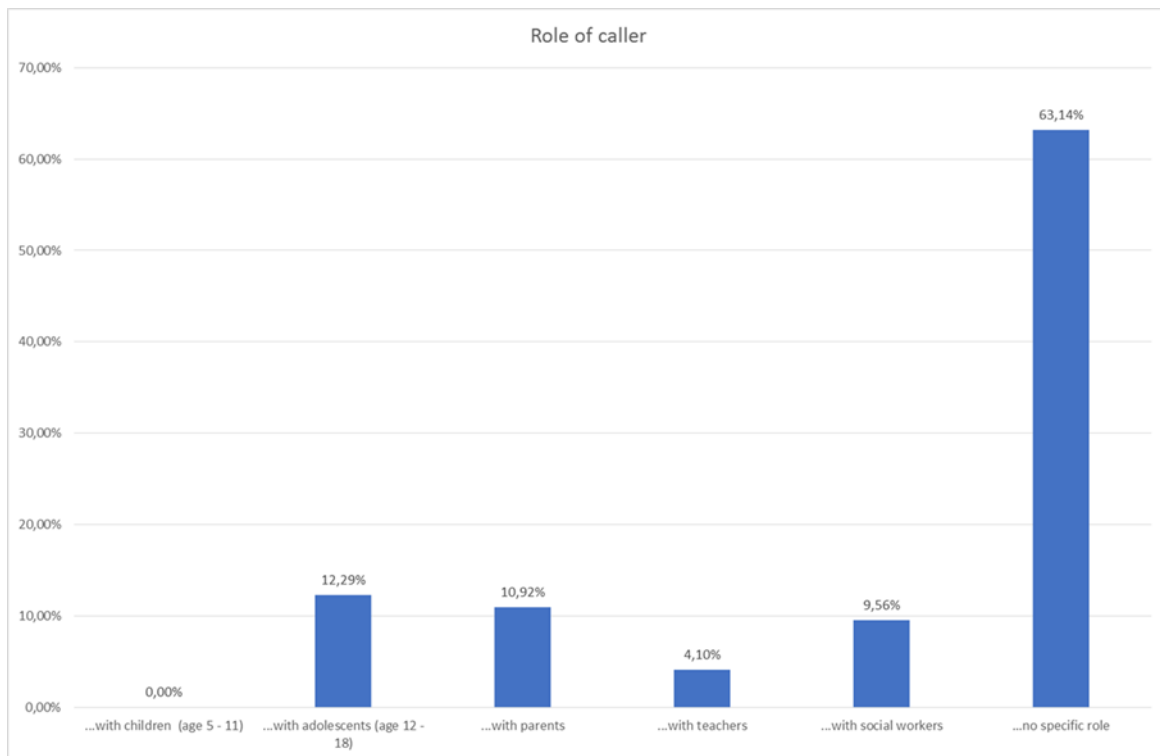
Thanks to effective awareness raising campaigns such as “Clever Klicken” and “Clever Cloud User”, the BEE SECURE Helpline has experienced a significant increase in calls.

BEE SECURE Helpline: Contacts according to gender (N=293)



In previous years, the majority of callers were female, now the genders are more balanced.

BEE SECURE Helpline: Role of the callers (N=293)



We are happy that more and more youngsters are using the service and benefiting from the advice.

These were the central themes:

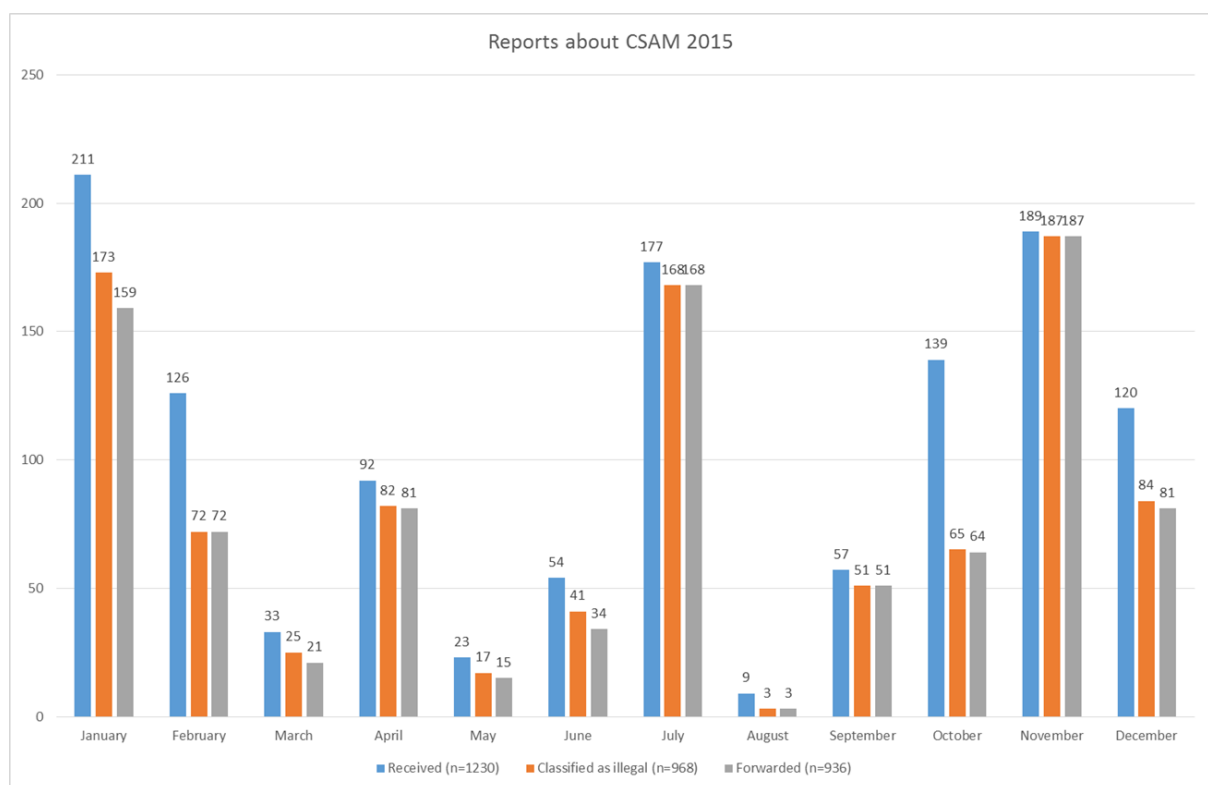
- E-crime
- Commercial risks and threats
- Technical settings
- Requests for BEE SECURE Trainings and/or BEE SECURE events
- Questions related to privacy

3.5 BEE SECURE Stopline:



Illegal content encountered online can be anonymously reported via the BEE SECURE Stopline. Illegal content in the scope of the BEE SECURE Stopline are child sexual abuse material, racist, revisionist and discriminative content and content related to terrorism.

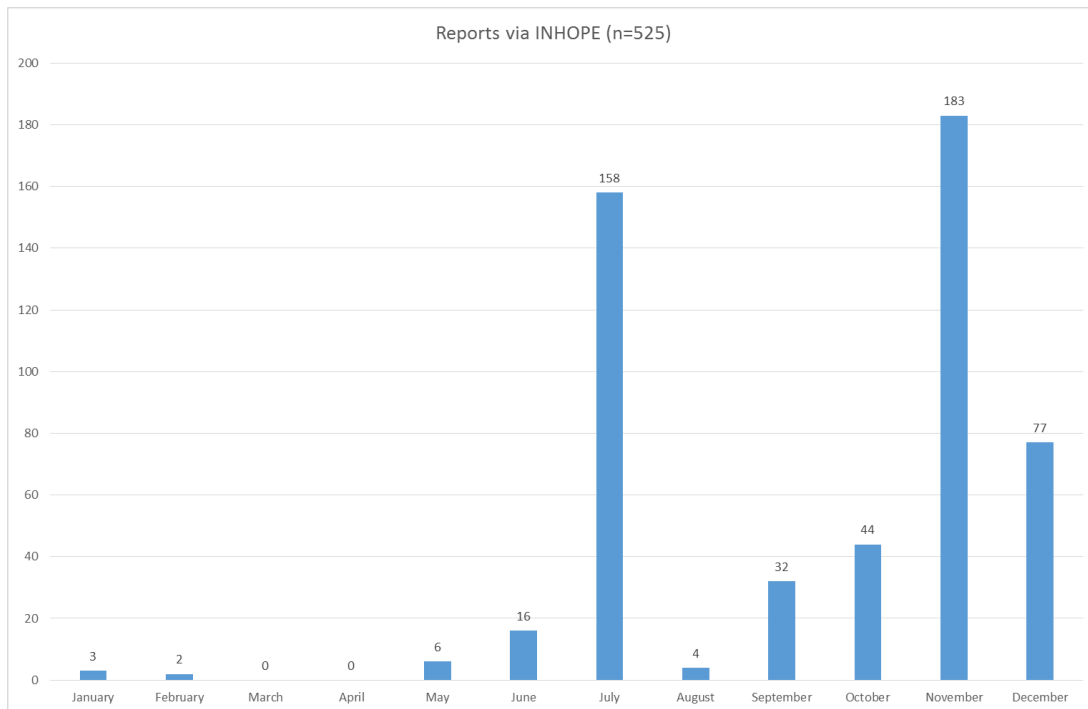
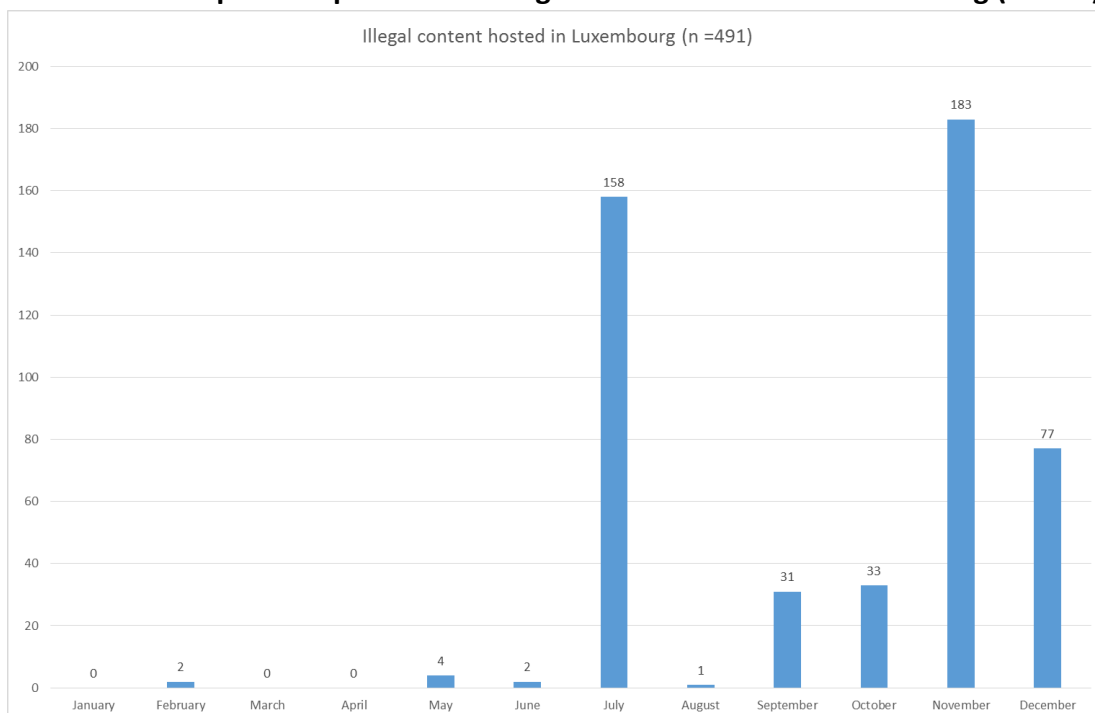
From January to December 2015, the BEE SECURE Stopline received 1230 reports about potential child sexual abuse material. This is an increase of 6% compared to the previous year.



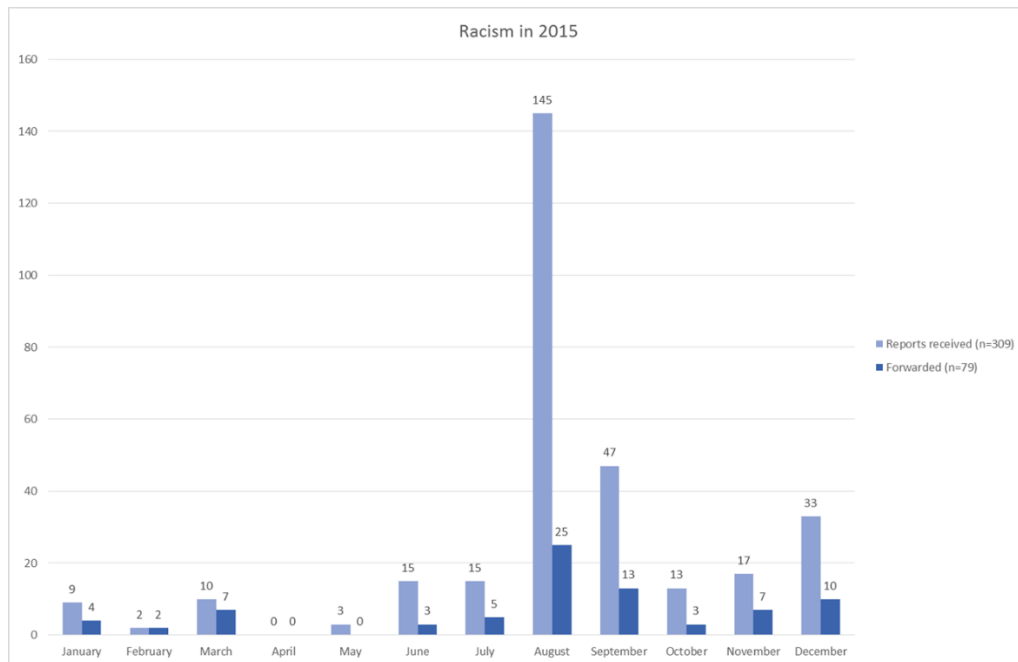
This chart illustrates the monthly number of reports, how many are classified as illegal by the team of the BEE SECURE Stopline and how many are forwarded to law enforcement authorities.

968 reports were classified as illegal by the team of the BEE Stopline and 936 reports were forwarded to law enforcement authorities and, in case of foreign hosting, to an INHOPE (International Association of Internet Hotlines) - partner hotline.

NB: Duplicate reports about confirmed illegal content will not be forwarded to law enforcement authorities.

BEE SECURE Stopline: Reports received via INHOPE – International Association of Internet Hotlines (N=525)**BEE SECURE Stopline: Reports about Illegal content hosted in Luxembourg (N=491)**

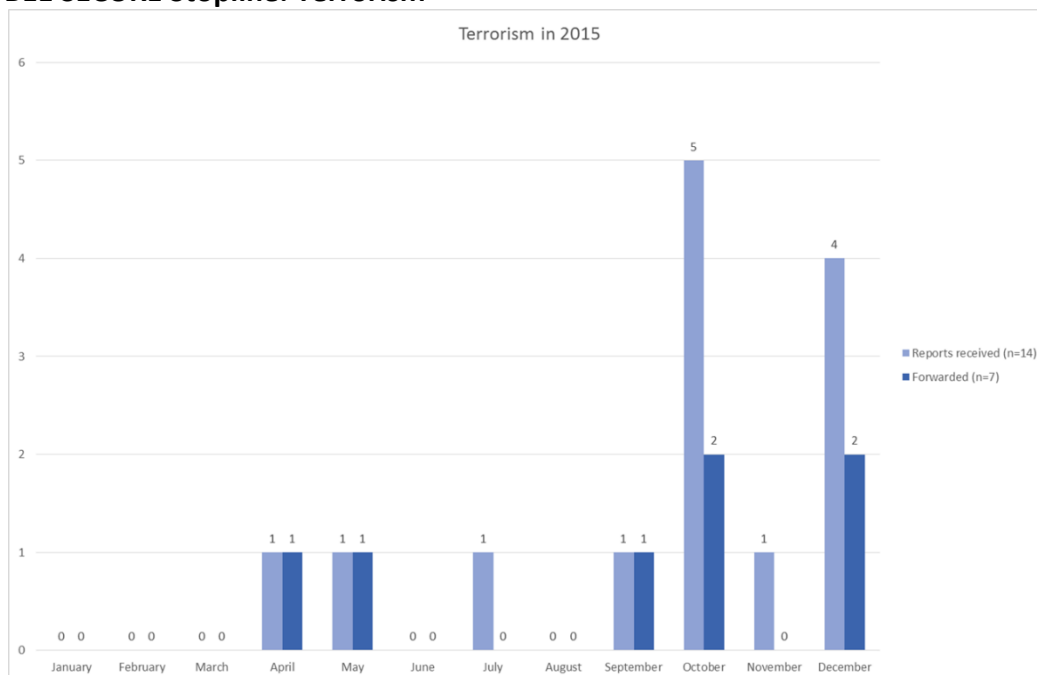
BEE SECURE Stopline: Racism



Until now reports about potential racist content encountered online have been rather insignificant for the BEE SECURE Stopline: in 2014 the BEE SECURE Stopline received 28 reports and 7 were forwarded to law enforcement authorities.

In 2015 however was a huge increase of reports about potential racist content encountered online. The BEE SECURE Stopline received a total of 309 reports and 79 reports were forwarded to law enforcement authorities.

BEE SECURE Stopline: Terrorism



In this domain a moderate increase can be noted.

4. Projects

Ambassadors go to schools

The effective team currently comprises 5-7 ambassadors.

Regular preparatory meetings

Commitments:

- Larochette
- Lycée du Nord Wiltz
- Crauthem and Berchem
- Greiweldange
- Kehlen
- Harlange

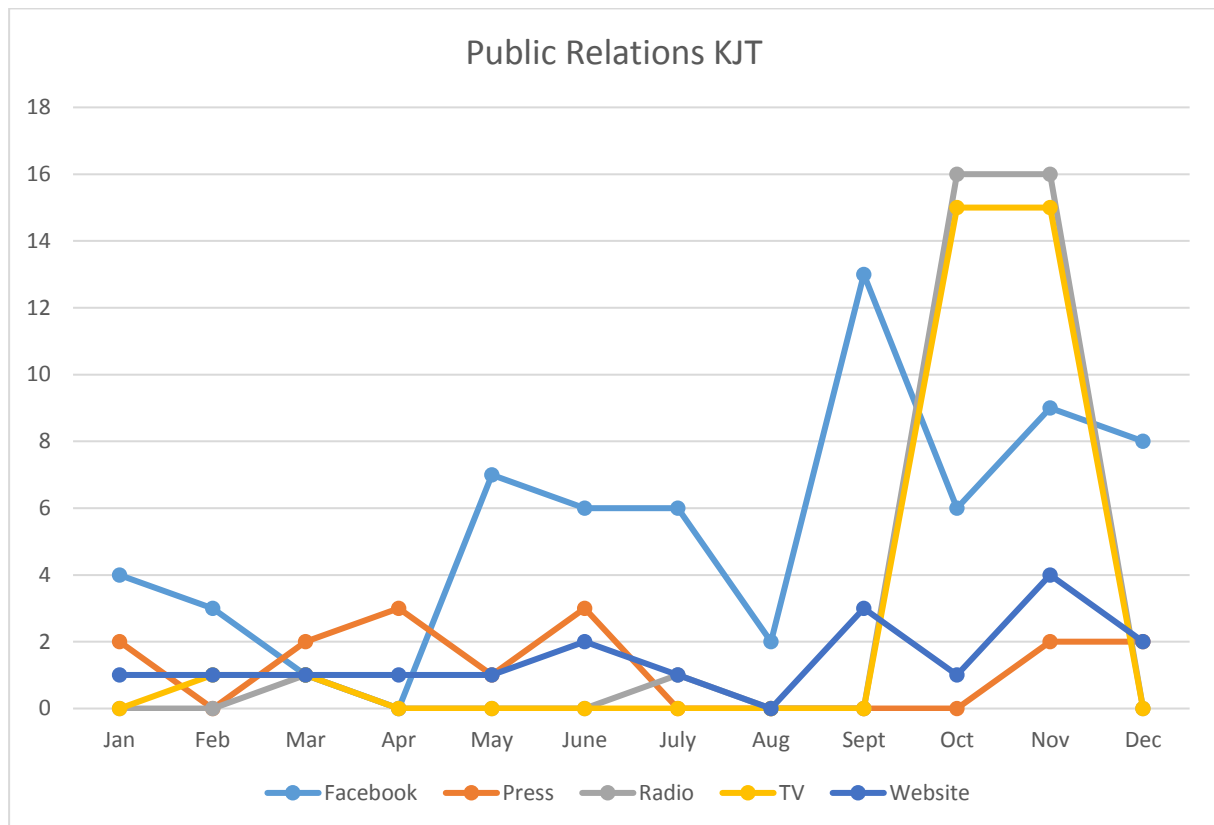
Thanks to the ambassadors, we could reach at least 300 children.

The ambassadors supported the Kanner-Jugendtelefon also at the following events:

- 4ième Journée luxembourgeoise de la Psychologie
- DigiRallye,
- Weltspilldag
- Interview on radio 100,7 about the activities off the Kanner-Jugendtelefon
- Chorale Ste. Cécile Hostert

5. Press and Public Relations

Presence of the Kanner-Jugendtelefon on Facebook, in the press, on radio, television and activities on our website.



Publications of articles in the press and on social media

- Launch of "Online Help supporting parents"
- Easter as critical event
- Annual Report
- Volunteering
- Launch of "Online Help supporting children & youth"
- Prevent boredom / when school Holidays start to get boring
- Back to school
- Back to School / when school Holidays begin to get boring
- Children's Day
- Terror in Paris
- Enjoying Happiness over the Christmas Holiday

The video about KJT has been viewed on YouTube 1,583 times.

Publicity Group Online Help

- Regular meetings (10x in 2015)

Requests on our official email address: contact@kjt.lu

- 21 requests for promotional material

Poster campaign 2015

Crèche; municipalities; doctors; dentists; hospitals; scouts; youth houses; secondary schools; English speaking embassies; children's homes, assisted living and other residential structures for children and adolescents

6. Networking and cooperation with other organizations

6.1 National networking and cooperation

Regular meetings:

- BEE TEAM MEETING
- Meeting KJT / SNJ Police
- Meeting KJT / SNJ
- Working group Jeunes Mamans
- Working group Education et sexual affective (ESA)
- Working group suicide prevention
- Preparation and follow-up meeting for Weltspilldag
- Consortium SNJ / SMILE / KJT
- Comité Interministériel in the context BEE SECURE
- Advisory Board BEE SECURE
- Meetings in the context with CEF Call BEE SECURE

Project-related meetings:

- Expat Kids British Embassy, and ORK and KJT
- Prevention District Police, Police Findel: Presentation of services of KJT
- Police district Luxembourg, police Verlorenkost, presentation of services of KJT

Events

- Press Conference Launch Online Help supporting parents
- Conference "How to survive the teenage years," Launch Online Help supporting children and youth
- Safer Internet Day 2015
- 5 years of BEE SECURE

KJT "Who are we?":

- ISL
- 4ième Journée luxembourgeoise de la Psychologie
- Maison Relais Bereldange Caritas J + F
- Caritas J + F
- Teenage Dream
- Weltpilldag
- DigiRallye
- Maison des Jeunes Hesperange
- ISL Welcome Days
- St Georges' Welcome Days
- Scouts

Workshops / trainings / lectures / table talks (KJT / BEE SECURE)

- Colloque Harcèlement New Generation, lecture and workshop
- LTPES - Workshop Children's Rights
- Media Week, Erwuessebildung
- SCRIPT (Service de Coordination de la Recherche et de l'Innovation pédagogiques technologiques)
 - "What's wrong with you?" - If the concerns of my students cause me trouble. What are my options as a teacher to support and strengthen children?
 - Cyberbullying

Visited meetings

- Click for support

National appearances KJT in the context of BEE SECURE

Fairs:

- Vacancy fair
- Institutional Newcomers' Fair
- Student's fair

Trainings in the context of BEE SECURE:

Children and youth	
BEE SECURE for schools	4
BEE SECURE for youngsters	18
Parents	
BEE SECURE for parents	16
Facebook	5
Gaming	1
Cybermobbing	1
Sexting	1
Teacher, Educator, Pedagogue	8
Silver Surfers	4

6.2 Networking and cooperation with other organisations

Kanner-Jugendtelefon is an active member of the following international organisations:

Child Helpline International

Child Helpline International Meeting, Strasburg

INSAFE: European network of Safer Internet Centers

Safer Internet Forum, Luxembourg

Insafe Training Meeting, Prag

Insafe Training Meeting, Warschau

INHOPE: International Association of Internet Hotlines

INHOPE Annual General Meeting, Den Haag

INHOPE General Assembly, Lissabon

INTERPOL, ICCAM Workshop, 16.06.2015, Lyon
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eNACSO (European NGO Alliance for Child Safety Online):

European Children's Rights NGO network, funded by the European Commission, with a focus on children's and young people's safety online.

eNACSO Members Meeting, 26-27.02.2015, Rom
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Exchange with German hotline (eco - Verband der deutschen Internetwirtschaft e.V.) and helpline (Nummer gegen Kummer)

Other participations:

- NetChildren 2020, Berlin
- European Crime Prevention Network: Best practice conference, Luxembourg

7. Training and advanced training of the volunteers

Our phone and online counsellors are confronted with a great variety of problems. Ongoing and in-depth training is needed to ensure the quality of our counselling. Our volunteers are required to attend ongoing training and at least two of the offered training sessions are mandatory.

Advanced training events:

March 2, 2015, 19:00, theme evening: **Alupse** introduces itself

March 13, 19: 00-22: 00 and 14 March, 9: 00-17: 00

Resilience: What makes the mind strong! Speakers: Barbara Gorges-Wagner and Aline Hartz

April 17, 19: 00-22: 00 and 18 April, 9:00 -17: 00

If the wound has healed, the scar hurts: trauma, trauma dynamics and useful interventions
Speaker: Alexander Korittko

June 8, 19:00, theme evening: **Familljen Center** introduces itself

July 3, 19: 00-22: 00 and 4 July, 9: 00-17: 00

(Cyber) bullying: What should counsellors know, how to identify bullying, which intervention options are there? Speakers: Georges Knell and Aline Hartz

August 8, 2015 9:00 to 13:00

A fresh breeze through change of perspective - Supervision, Speaker: Barbara Gorges-Wagner

September 18 from 19: 00-22: 00 and 19 September from 9: 00-17: 00

Methods in the mail consulting Speaker: Stefan Kühne

Invited were the online counsellors of SOS Détresse.

October 2, 19: 00-22: 00 and 3 October 9: 00-17: 00

Sexual violence against children: Causes, preconceptions, perspectives. How can we support and assist? Speakers: Barbara Gorges-Wagner and Nadine Vinandy (Planning Familial)

October 12, 19:00, theme evening: **Service Impuls** introduces itself

October: **Joint training evening KJT and GSP on the subject: The Art of Listening**

Speakers: Leo Kraus and Barbara Gorges-Wagner

November 13 19:00 to 15 November 14:00

In the land of longings and desires: We treat each other playfully.

Speakers: Barbara Gorges-Wagner and Aline Hartz

December 12, 2015 9:00 to 13:00

A fresh breeze through change of perspective - Supervision, Speaker: Barbara Gorges-Wagner

Supervisions: Changing the view

Supervision is the quality assurance of our counselling work and is mandatory for all volunteers. It takes place on a monthly basis and is provided by professionals.

Groupe 1	Irmgard Forse
Groupe 2	Dorothee Jacoby-Urban
Parents-Supervision	Barbara Gorges-Wagner
Online-Supervision	Barbara Gorges-Wagner

New basic training

20 participants started in January 2015. Currently 18 are still participating with heart and soul (1 participant pauses 1 year).

Meanwhile 4 participants have completed the training, 6 are in the practical training phase 1 (reflecting and listening), 8 in the practical training phase 2

The training group is led by Barbara Gorges-Wagner and Aline Hartz.

8. “Have an eye on it”

Suicidal crises during adolescence

Adolescence is the time where you separate yourself from the ease of childhood. On one hand you feel strong enough to manage everything on your own, on the other hand there are self-doubts as well as feelings of insecurity and weakness. Adolescents quickly wish themselves back to the comfort and security of their childhood: They wish to be young again, do nothing and be free off making important decisions. Particular changes in the life of adolescents can be accompanied by a variety of crises: suicidal thoughts, attempts of suicide or vivid images of suicide.

Suicidal thoughts can be part of a healthy development during adolescence. During this period the adolescent wonders about questions like: ‘Why should I leave childhood? Why should I grow up? Why do I live?’

Throughout this phase it is crucial for adolescents to separate themselves from their parents and to seek contact to peers. At the same time, parents can become confused about their role about being needed on one side and neglected on the other side by their children.

Suicidal threat shows that the normal developmental phase culminates in a destructive direction, so the ‘normal’ puberty- and adolescence crisis can no longer be successfully overcome. Mental conditions such as depression, addictions or so-called personality disorders can also be held responsible for suicidal behaviour. In order to intervene effectively it is crucial to differentiate between a psychological disorder and a severe adolescence crisis. In terms of estimating the danger of suicide, studies about suicidal attempts come to a variety of results. However, it is agreed that suicide attempts among youngsters are very common. It is safe to assume that the number of suicide attempts among all ages is ten times as higher as the actual suicide rate.

It is distressing when young people who still have their whole life ahead of them, say goodbye to the world and their fellow human beings. In 2014, there were six reported deaths by suicide by young people under the age of 25 (Statec 2014).

At the Kanner-Jugendtelefon we repeatedly meet young people who either have suicidal intentions or who are at high risk of committing suicide. Some of them have already attempted suicide. Suicidal thoughts are often accompanied by other difficult topics: experiences of violence in families, sexual abuse, divorce, bullying at school or self-harming behaviour. Suicide attempts are often a sign of being overwhelmed due to mental stress (feelings of shame, guilt, and inadequacy and anxieties).

At first sight, people at risk of committing suicide are not easily identified. However, almost all suicides are preceded by distinct signs respectively more or less concrete cries for help. Warning signs often manifest themselves through a noticeable change in behaviour, which is also perceivable at school. This includes a loss in performance, truancy, lack of concentration, a preoccupation with the idea of death (drawings, essays, verbal remarks), altered social behaviour (distance of friendships, social withdrawal or aggressive and defensive behaviour), changes in appearance (neglect, extreme gain or loss of weight), physical problems with unknown causes (headache, stomach ache, dizziness).

Many affected adolescents who call us at 1 1 6 1 1 1 or who write us at www.kjt.lu just need someone they can talk to about themselves, their personal situation, their wishes, anxieties and their inner most thoughts.

Above all, they are looking for understanding, time and someone they can trust.

Every person can, especially throughout puberty and early adulthood, encounter a situation that appears to be hopeless. Parents witnessing how their children become more and more unapproachable find help at the parents' helpline thanks to trained counsellors who accompany them and who encourage them to maintain their relationship with their child.

Volunteer counsellors sit by the phone all year round to be there for young, hopeless people, as well as their parents. They act as an interlocutor and provide an anonymous and confidential service. In this way we are actively occupying our place in the realm of child- and adolescent endangerment. The Plan National de Prévention du Suicide (2015-2019) is a catalogue of measures aimed to improve the situation around the issue of suicide.

It is to be hoped that in association with the 'Centre d'Information et de Prévention' it will be possible to familiarize young people in their turbulent adolescence with the KJT at 1 1 6 1 1 1 or at www.kjt.lu in cases of emergency. We can only support young people if they know our number.

9. Outlook

In 2015, we developed a communication plan to promote the 1 1 6 1 1 1 as well as other services, such as Elterentelefon and Online Help. We have started the campaign "Bleif net eleng ruff un", to offer our services to children and youngsters. The BEE SECURE Stopline and BEE SECURE Helpline are made aware by both, new posters as well as the upcoming BEE SECURE campaign "Share Respect – Stop Online Hate Speech".

On this path we will continue in 2016. We want to expand or establish our presence on the "field" e.g. in schools and at youth events, and actively create our networking.

The new formed team of our ambassadors did a great job last year. In addition, another group, "Frënn vum Kanner-Jugendtelefon" will contribute to advertise our services in the whole country.

The new formed English-speaking Online Help must be networked continually and conceptually developed.

At the end of 2016, beginning of 2017, we will offer a new basic training for telephone counsellors. We are going to improve the training concept of our parents- and online consultants with the goal to strengthen the teams.

Finally, we are already looking forward to 2017 when the Kanner-Jugendtelefon will celebrate its 25th anniversary and the Elterentelefon its 10th anniversary.

We need targeted support at all levels in order to meet the national structure of the helplines. We are looking out for this, in order to meet our central task, contributing to make the world a safer place for children.

10. The professionals of the KJT team

Barbara Gorges-Wagner, Chargée de Direction

Aline Hartz, psychologist

Georges Knell, psychologist

Margit Wypchol, technical assistant

Carol Braganca-Kayser, secretariat

11. Donations

We would like to thank Schroeder & Associés, Arcelor Mittal, Rotary Kordall, Chorale Ste. Cécile Hostert, Paerds an Trakterfrenn, Lions Club, Rotary Luxembourg Hearts, International School of Luxembourg und Sunflower Montessori Crèche for their generous donations.

You can support us with a donation. Our bank account details:

BIC: BCEELULL IBAN: LU16 0019 1300 0412 6000 Caritas J+F asbl KAJUTEL

Our warmest thanks to all those who have supported Kanner-Jugendtelefon with their commitment and their work.

The effort and time invested has proven invaluable for many children, youngsters and parents.



Kanner-Jugendtelefon is carried by:



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Ministère de l'Éducation nationale,
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