

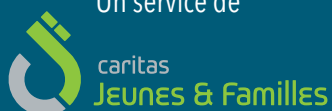
# STRONGER TOGETHER



2022 ANNUAL REPORT



Un service de



For reasons of better readability and easier comprehension, the generic masculine is used in this annual report. We hereby explicitly address all gender identities without any judgemental.

In our annual report, the gender designation "diverse" can be found in various places. People who do not identify within the binary gender system of "male" and "female" are referred to or have described themselves as the third gender. The "third gender" is now considered as a variant of non-binary gender identities.

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For 30 years now, KJT has been an important low-threshold contact point for children, young people and parents in Luxembourg. Since its foundation in 1992, over 30.000 counselling sessions have taken place by phone and online with children, young people and parents in difficult phases of their lives or in crises. We gave over 30.000 children and young people a safe place; we listened to them and gave them a voice. This would not be possible without our 70 volunteers who give their time to support children, young people and their parents every day. Not only that, but the volunteers also invest their time in regular supervision and training, as well as providing feedback that helps us develop the KJT further.

In 2022, 1757 children, young people and parents contacted us.

The following anonymised statements from children and young people speak for themselves:

"This is too much! I can't take it anymore".

"I don't know who to talk to about it".

"The whole class is against me, they make fun of me all the time and send me humiliating messages. I am scared»

"My parents are separating, which makes me sad".

"I have panic attacks, everything is too much for me".

"I don't feel comfortable in my body".

"I'm a lesbian, how can I tell my parents".

"I'm scared that my girlfriend is pregnant".

"My mother takes her frustrations out on me".

"I fight with my best friend, I don't know what to do?"

"My father drinks and is unpredictable and aggressive, it scares me..."

Many of the statements reflect the issues that young people deal with on a daily basis. These are statements that speak of suicidal intentions, of (cyber) bullying, of fear and shame, of loneliness and of being abandoned, of sadness due to parents separating, of the search for meaning and identity,

of children whose parents are affected by mental health problems and children who can no longer cope with their friends.

Our aim is to give them a place, to take them seriously, to listen to them, to give them a voice. In this report, you will have the opportunity to read in detail when young people and parents dare to take their space, to confide, to no longer be alone with their worries.

Since the introduction of our Online Help in 2003, we have again noticed that online (519) and, since 2021, chat enquiries (94) have continued to increase this year. In comparison, in 2003, one year after the launch, we had 53 enquiries; in 2004 it was already 124; then in 2010 it was 146; in 2015 it was 175; now in 2022 it is 519 contacts without forgetting 94 additional chat requests. Both services are therefore indispensable.

We also notice that the average age of those who write to us has been decreasing over the last 20 years. While in 2011 it was the 16-18-year-olds, now it is mainly the 13-17-year-olds. However, even 10-year-olds are contacting us.

Over the last 30 years, contacts about mental health have become more and more prominent (whether by phone or online). In the early years 1995-2005 there were 218 out of a total of 8700 conversations (ranked 13th), in 2010 there were 28 out of 731 contacts (ranked 12th) on mental health. Since 2014, contacts on the topic of mental health have been central topics.

The KJT is also makes itself visible to the outside world with the aim that every child and every young person knows about its services. No one should be left alone when they do not feel well. On the one hand, thanks to the voluntary commitment of our ambassadors, who work tirelessly to give KJT a face (workshops in schools, stands at events), the KJT is present where its services need to be known and its word can be spread. On the other hand, the KJT is visible through our networking and cooperation work, as well as in terms of further training for professionals, which is another important means for our awareness-raising work.

As part of the 30th anniversary, a conference was held on the topic of shame. Even though the topics have changed over the last 30 years and there are fewer questions about sexuality, for example, as there is more access to information online, there are many more taboo topics that also go hand in hand with the elusive feeling of shame. These can be topics ranging from unwanted pregnancy, confessing one's love to a peer, feeling uncomfortable in one's own body, to children and youngsters daring - often for the first time - to talk about the traumatic experiences they have undergone, such as sexual abuse, physical or psychological violence, unwanted publication of nude pictures etc. The conference gave important impulses for this.

Behind the scenes, there was also a major change within KJT in 2022. The long-time head of direction Barbara Gorges-Wagner, who shaped KJT with her impulses, ideas, energy, spontaneity and creativity, as well as her many years of experience and unique commitment, went into her well-deserved retirement. Many important changes, adaptations and new services are to her credit. The volunteers as well as the entire team express their heartfelt thanks to Barbara Gorges-Wagner. We will miss her.

Together with a committed team, we will continue to move KJT forward in the interest of all children and young people, as well as their parents.

Aline Hartz

Head of Direction

## "Listening is an art"

anonymous

## 2.0 THE KJT AND ITS SERVICES

### Kanner-Jugendtelefon

Anonymous counselling and information for children and young people, freephone number 116111



### Online Help

Online counselling for children and adolescents; since 2015 also in English for children, adolescents and parents



### Elterentelefon

Online counselling for children and adolescents; since 2015 also in English for children, adolescents and parents



### Chatberodung

[www.kjt.lu](http://www.kjt.lu) Live-Chat for children and young people



### BEE SECURE Helpline

Advice and guidance on the safe use of new media, free number 8002 1234



### BEE SECURE Stopline

Reporting illegal content on the Internet, anonymously via [stopline.bee-secure.lu](http://stopline.bee-secure.lu)



### Ambassadors of the KJT

In a 90-minute interactive workshop, the ambassadors introduce the 116111 Kanner-Jugendtelefon and explain how the service works, an offer for school classes and interested people.



## 1992 - 2022

### DEVELOPMENT OF CONTACTS ON THE VARIOUS SERVICES

The bar chart shows the development of the various counselling services from 1992 to 2022.

Kanner-Jugendtelefon (KJT) was founded, following the ratification of the UN Convention on the Rights of the Child, in 1992 by Croix-Rouge, Fondatioun Kannerschlass, Ligue Médico-Sociale and Caritas Jeunes et Familles. These services are still responsible for KJT under the direction of Caritas Jeunes et Familles.

Since its inception, KJT has adapted to the needs and developments of society. The telephone counselling service 1 1 6 1 1 1 for children and young people was expanded in 2003 with online counselling. In 2007, the Elterentelefon was added, as well as the BEE SECURE Helpline. Since 2021, Chatberodung has complemented the service.

Not shown on the chart is the BEE SECURE Stopleveline, which has complemented the services we offer since 2007.

In 2013, KJT introduced the European standardised telephone number 1 1 6 1 1 1 for the Kanner-Jugendtelefon. This telephone number allows children and young people to contact the helpline from other countries in Europe as well.

The most important goal of the KJT remains unchanged and applies to all services:

all children and young people, as well as their parents, should know about the services, so that no child or young person has to remain alone with their worries, questions and problems - especially not in a crisis situation. Children and young people should choose the counselling format that suits them best.

All helplines are based on the basic principles of anonymity and confidentiality, i.e. they are extremely low-threshold in terms of access.

In 2022, we had a total of 1757 contacts from children, young people, parents and professionals. In the previous year there was a total of 2054 contacts.

Like last year, we had a lower number of calls on the **1 1 6 1 1 1 Kanner-Jugendtelefon**. **317** people seeking advice contacted us (2021/430; 2020/651). However, it had already been announced in 2020 that online-based services would be increased. Thus **Online Help** even exceeded the high level of the previous year with **519** contacts (2020/313 contacts, 2021/384 contacts). This is a rise of 13.8%. Our **Chatberodung** confirms this trend. Although we are only open for three hours on Tuesday evenings, **94** advice seekers contacted us through this channel (2021 from 17/05-31/12/21 /63 contacts).

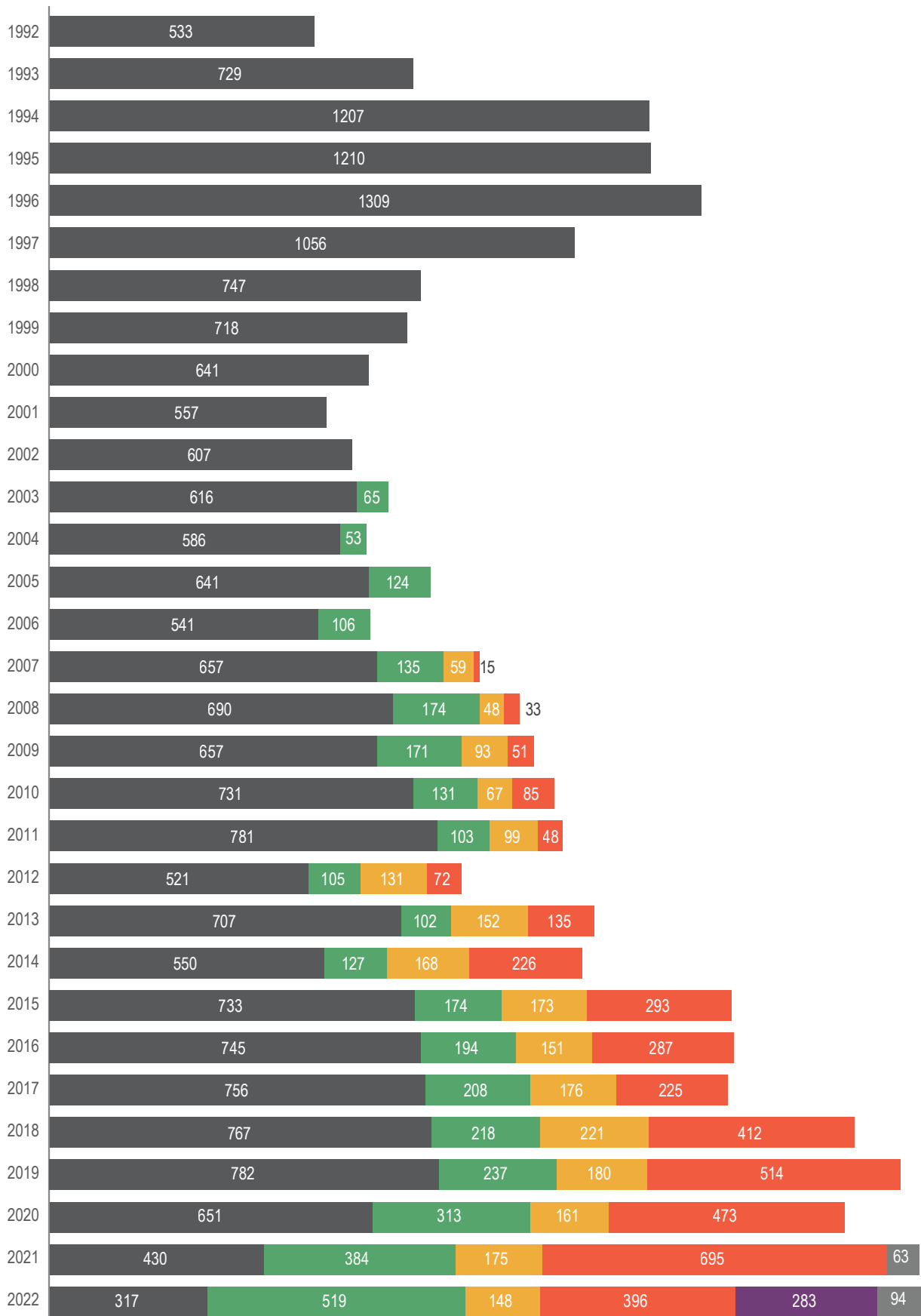
The **Elterentelefon** fluctuates between 150 and 220 contacts. This year **148** parents contacted us (2020/161 contacts and 2021/175 contacts).

The **BEE SECURE Helpline** had an increase of 46.9% last year with a total of 695 calls. We were unable to match this high level this year with **396** contacts (2020/473 contacts; 2021/695 contacts), a decrease of 43%. We received **283** enquiries via our **online contact form** (2021/307 contacts).

A total of **4593** reports reached us via the **BEE SECURE Stopleveline**. Of these, **4366** reports were in the area of CSAM (Child Sexual Abuse Material/Depictions of Sexual Violence against Minors) (2021/2562 reports), **169** reports in the area of **racism/revisionism/discrimination and hate speech** (2021/291 reports), as well as **58** reports in the area of **terrorism** (2021/82 reports).

It thus remains to be seen how social developments will continue to affect our services and whether online-based services will eventually overtake telephone counselling services.



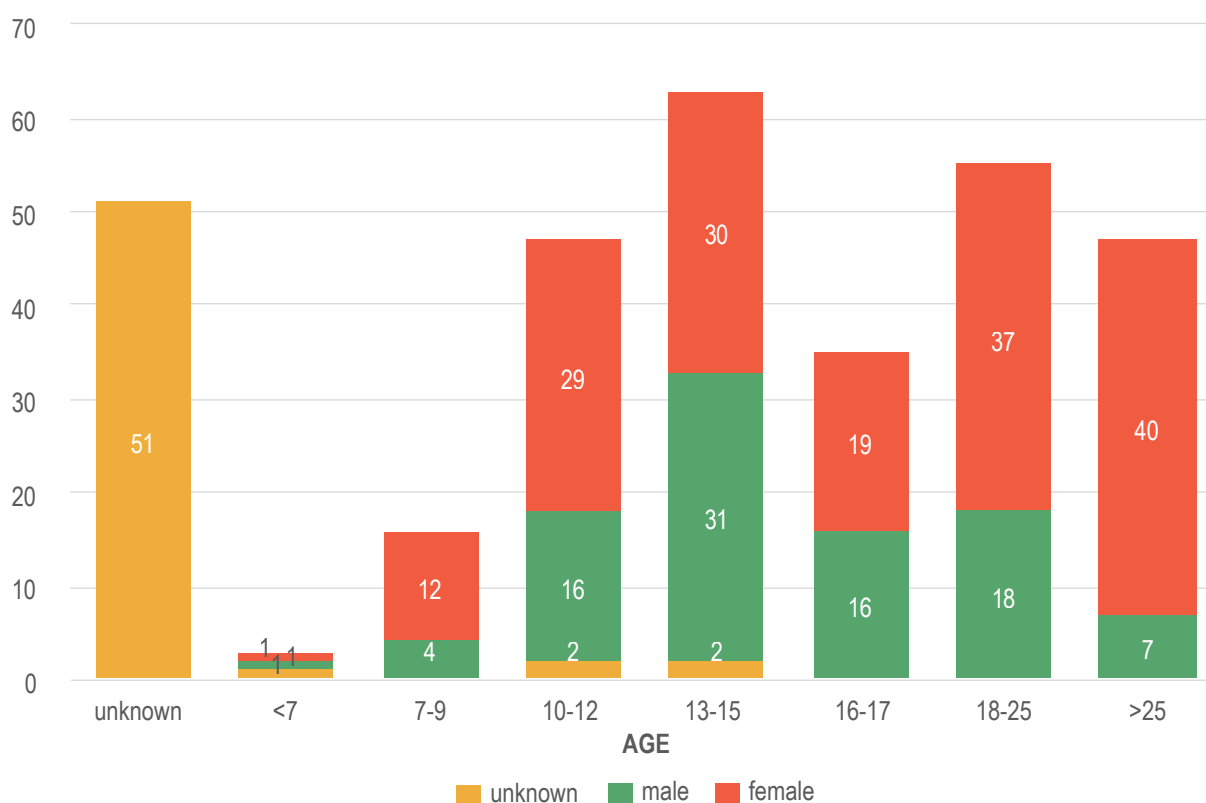


## 3.1 1 1 6 1 1 1 KANNER-JUGENDTELEFON

### AGE AND GENDER OF OUR CALLERS

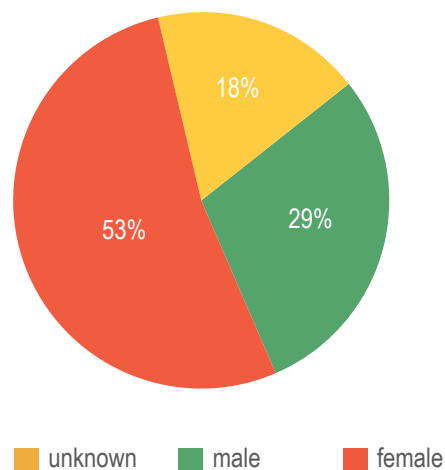
A total of 317 children and young people aged 7 to >25 contacted the 1 1 6 1 1 1 number in 2022.

**N=317**



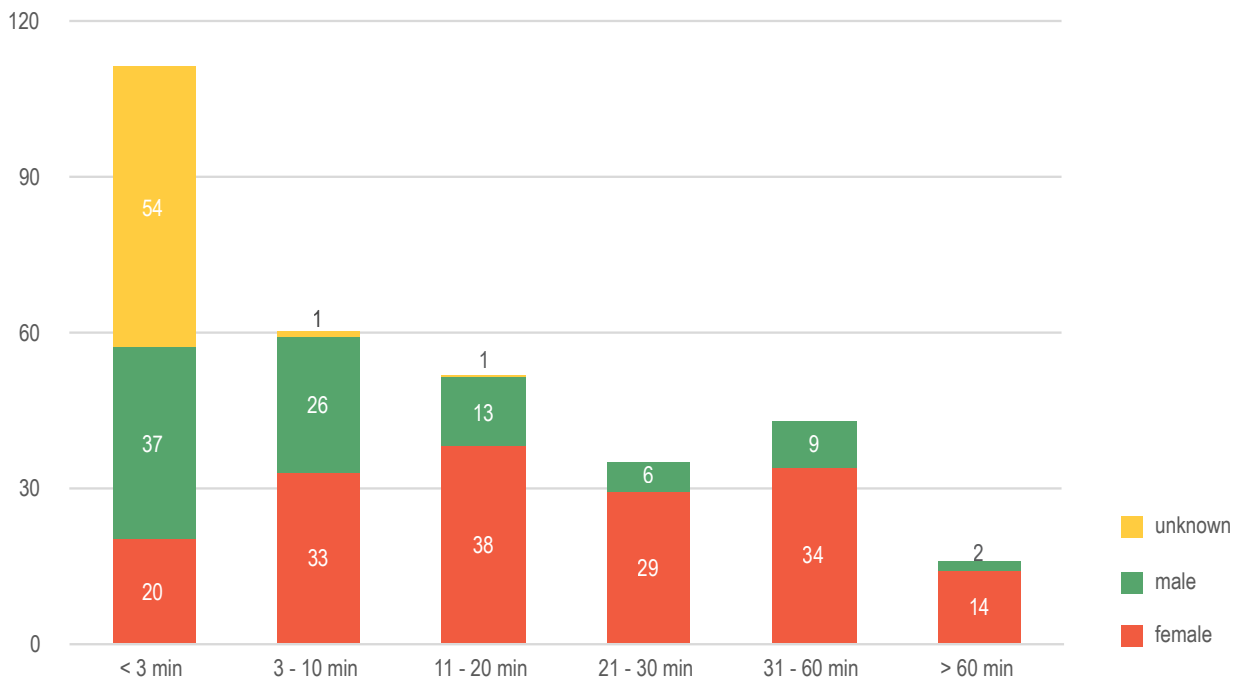
On average, those seeking advice this year were slightly older than in previous years. 13-15 years old contacted us most often, followed by 18-25 year old callers (compared to 10-12 years old followed by 13-15 years old in previous years).

As last year, more female advice seekers contacted us overall (63% female callers/35% male callers). Only among 13-17 years old is the gender ratio relatively balanced in telephone counselling.



## DURATION OF CALLS AND GENDER OF OUR CALLERS

**N=317**



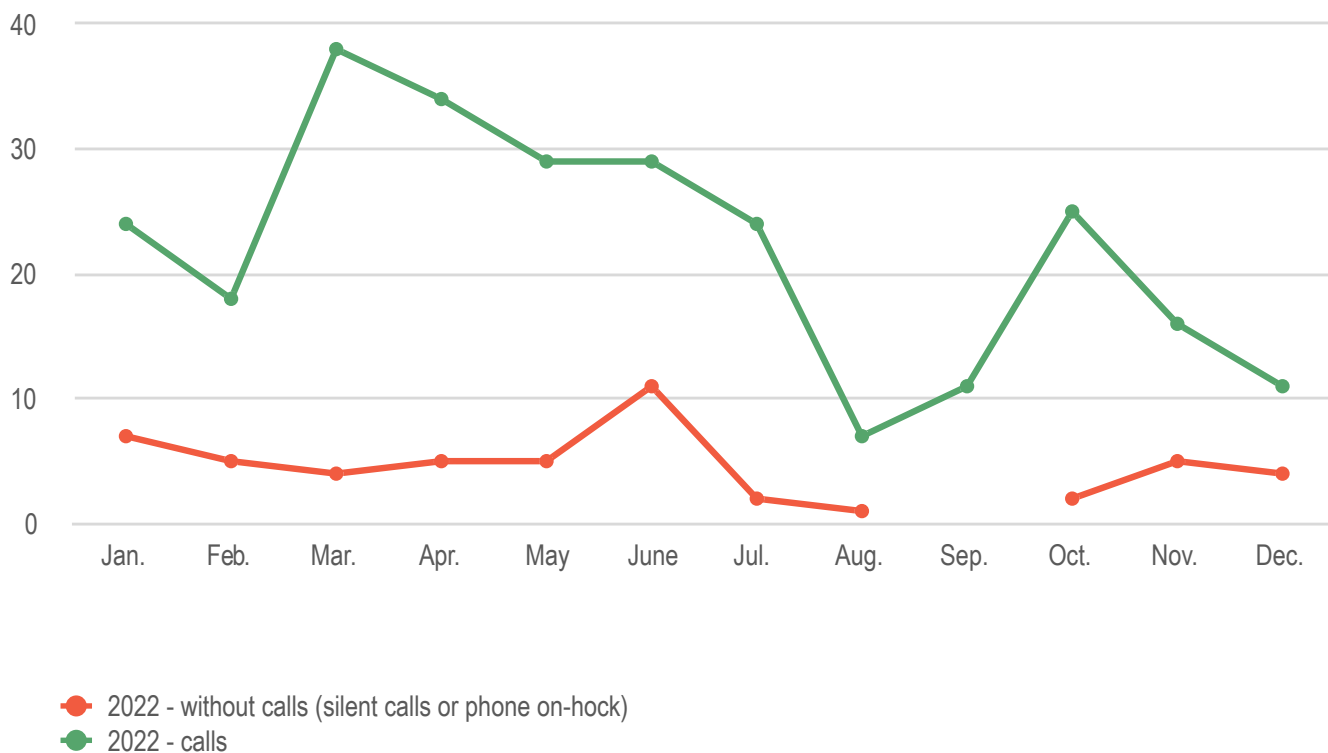
The trend of the previous year continued over this year as well and conversations were again of longer duration than in the years before. Many conversations lasted over 20 minutes, others over 30 minutes and some even over 60 minutes. The length of the calls indicates the seriousness of the concerns with which young people approached us. In general, counselling time increased.

This year, as in 2021, we received 36 prank calls. Compared to previous years, we can report a decrease. Perhaps the attitude of children and young people has changed: they do not want to block the line for children who need help; possibly, after the reduction in corona restrictions, children and young people make fewer calls in groups, when they might start prank calls out of boredom or for fun. These calls can be found in the under 3 minutes category.

## 3.1 1 1 6 1 1 1 KANNER-JUGENDTELEFON

### NUMBER OF CONTACTS OVER THE YEAR

**N=317** (several references possible)

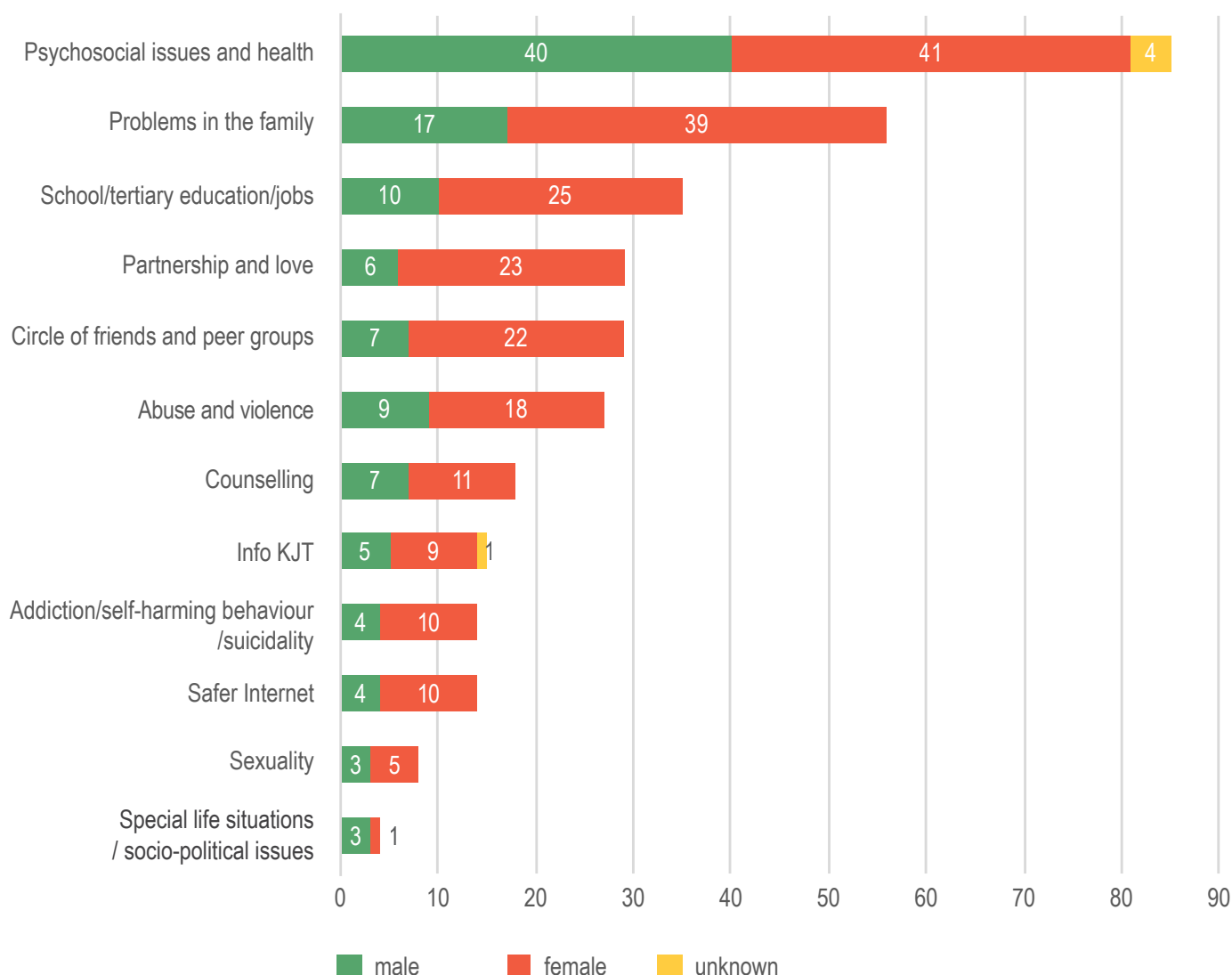


As last year, we saw an increase in calls in March and October. There is no obvious explanation for this. We tried to maintain a regular public presence and the ambassadors made frequent visits to schools to make children and young people aware of the KJT's services and especially the 1 1 6 1 1 1 number.

On average, we received 26 calls per month.

## SUBJECT-MATTER OF CONTACTS

**N=266** (without 63\* no conversation; several references possible)



As in previous years, calls on the topic of **"Mental health"** (85 calls: 40 male, 41 female callers , 4 gender unknown; 2021/87 calls), especially in the age group of 13-15 years (20 boys, 9 girls, 2 gender unknown) and 18-25 years (7 men, 11 women), clearly predominated. Issues such as mental health problems in general, but also loneliness, fear/anxiety, boredom, self-confidence and identity motivated callers to contact us.

It should be noted that, owing to the introduction of new categories, self-harming behaviour, suicidal thoughts and suicidality are recorded under the category **"Addiction/self-harming behaviour/suicidality"** (2022/14 references; 2021/23 references).

In second place, as in the previous year, are **"Problems in the family"** with 56 references by advice seekers in all age

## 3.1 1 1 6 1 1 1 KANNER-JUGENDTELEFON

categories, but especially by 18-25 years old (17 references: 5 men, 12 women). Conflictual relationships between children and parents dominated here (35 references: demanding/strict parents, neglect, quarrels/conflicts). Conflicts in the context of separation/divorce were also a topic (9 calls), as well as discrimination/lack of support (5), sibling problems (5), mental illness of parents (5), prohibitions, rules, opinions (4); mourning/loss (2), problems caused by poverty (2) were also raised.

In third place came the topic of "**School/tertiary education/jobs**" with a total of **35 calls**. Here it is very noticeable that young people, in particular, aged 10-12 (2 boys, 8 girls) and 18-25 (5 men, 7 women) asked us for support. These are young people who are either about to change or graduate from school. Ridicule/exclusion/bullying was mentioned in 11 cases, as well as quarrels/anger towards classmates (5 references), but fear of failure (4), learning difficulties (4), changing schools (3), pressure to perform/excessive demands (2), problems in tertiary education/job (2) were also issues.

In fourth place were the topics "**Partnership and love**" (23 female, 6 male callers) and "**Circle of friends and peer groups**" (22 female, 7 male callers) with **29 conversations** each. On the topic of partnership and love, the callers were mainly young women over 25 years of age (17 in total, all women). In most of the calls, relationship conflicts (16) and separation (7) were the main topics. In the category "circle of friends/peer group", the focus was on quarrels/anger (10) and ridicule/exclusion by peers (7), as well as outsiders (6), especially among 10-12 years old (10 calls: 9 girls, 1 boy).

"**Abuse and violence**" were raised in **27 calls** (18 female, 9 male callers) by young people from all age categories (from 7 to >25), slightly more by 13-15 years old (4 boys, 3 girls) and over 25 years old (1 man, 5 women). It is not easy for children and young people to report abuse and violence. Often these topics are closely bound up with feelings of shame and guilt. A large amount of fear and helplessness burdens those seeking advice.

Children and young people spoke most of physical violence (13): **physical violence** (8), witnessing domestic violence (4), being a victim of domestic violence themselves (1).

**Sexual violence** was reported in 9 conversations: sexual abuse (4), sexual assault (3) and violating of sexual boundaries (2).

**Psychological violence** (4) was in third place: threats of violence (2), blackmail (2) were raised by worried children and young people.

2 children and adolescents suffered from **neglect**.

**Self-endangering behaviour** and addiction were discussed in **14 conversations** (10 female, 4 male callers) in all age categories. Here, suicidal thoughts and suicide attempts were in the foreground (7), but self-harm (3) was also a topic. Drug abuse was reported in 2 conversations.



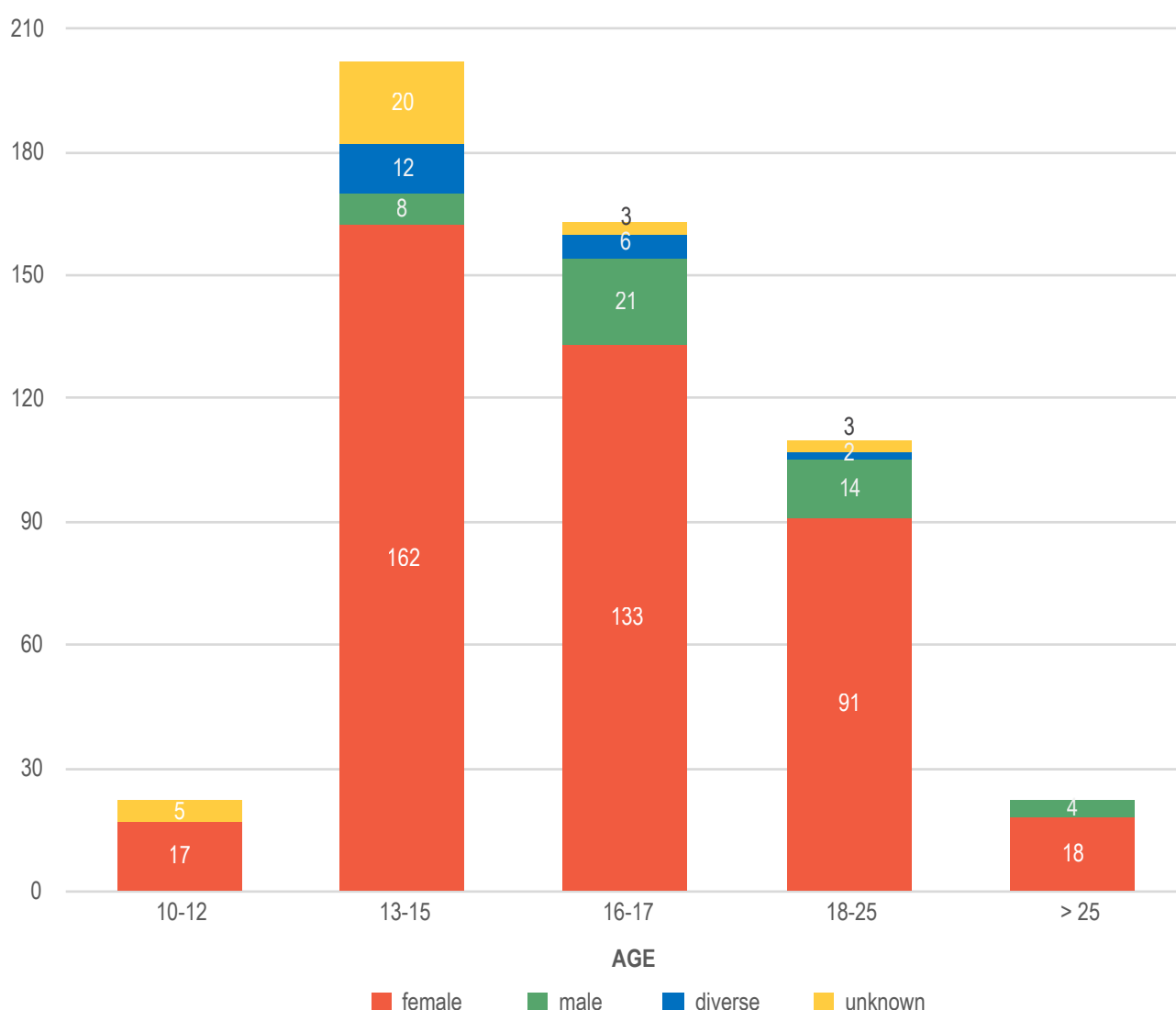


## 3.2 ONLINE HELP

In recent years - especially since the beginning of the pandemic - we have seen significant progress. While, in 2021, 384 people contacted the Online Help service, in 2022, 519 requests were answered by our volunteers. This represents an increase of 35%.

### REQUESTS BY AGE AND SEX

N=519



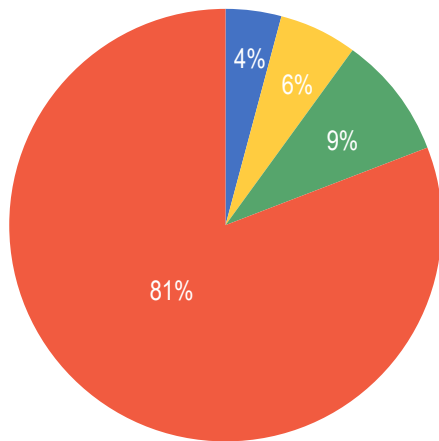
As in previous years, the predominant age group in online counselling was 13-15-years old (202), followed by 16-17 years old (163) and 18-25-years old (110).

Compared to last year, more young adults re-contacted our service (>18) (132) than in 2021 (104).

In general, girls and young women are more likely to turn to Online Help.

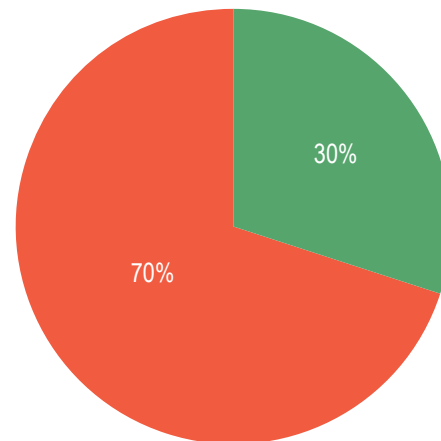


## GENDER OF CONTACTS



● diverse ● unknown ● male ● female

## TYPE OF REQUEST

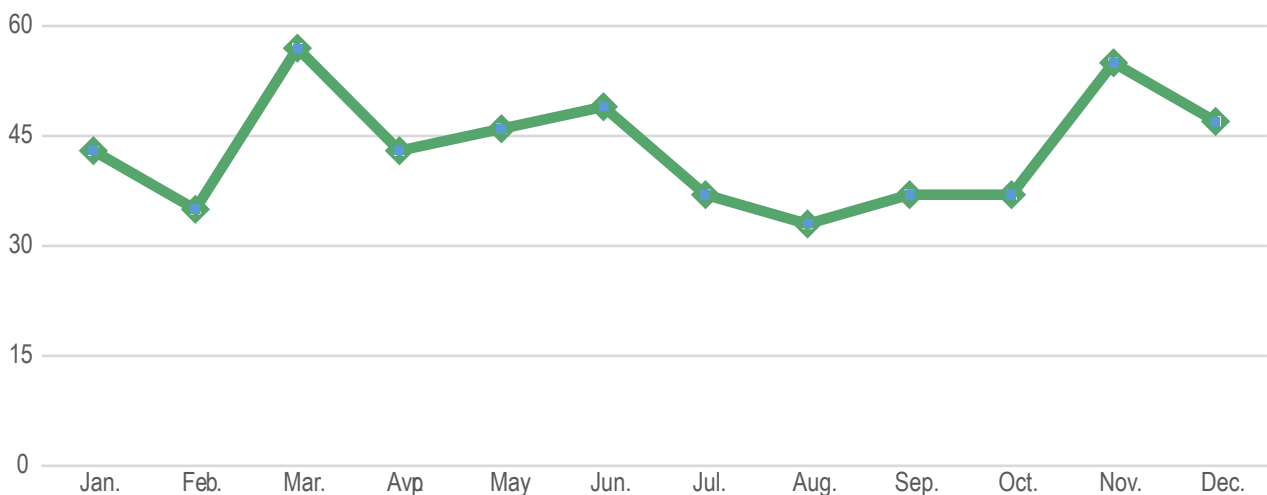


● Recurring request ● New request

Unlike the telephone line (1 1 6 1 1 1), most contacts are recurring requests. Our volunteers advise some people for months, sometimes years. Distress is often considerable. Unfortunately, statements such as «without you, I wouldn't be here» are not uncommon. The Online Help service is described as an anchor, a safe space, a prop, a place where personal thoughts and feelings have a place and where people feel understood.

## NUMBER OF CONTACTS DURING THE YEAR

**N=519**

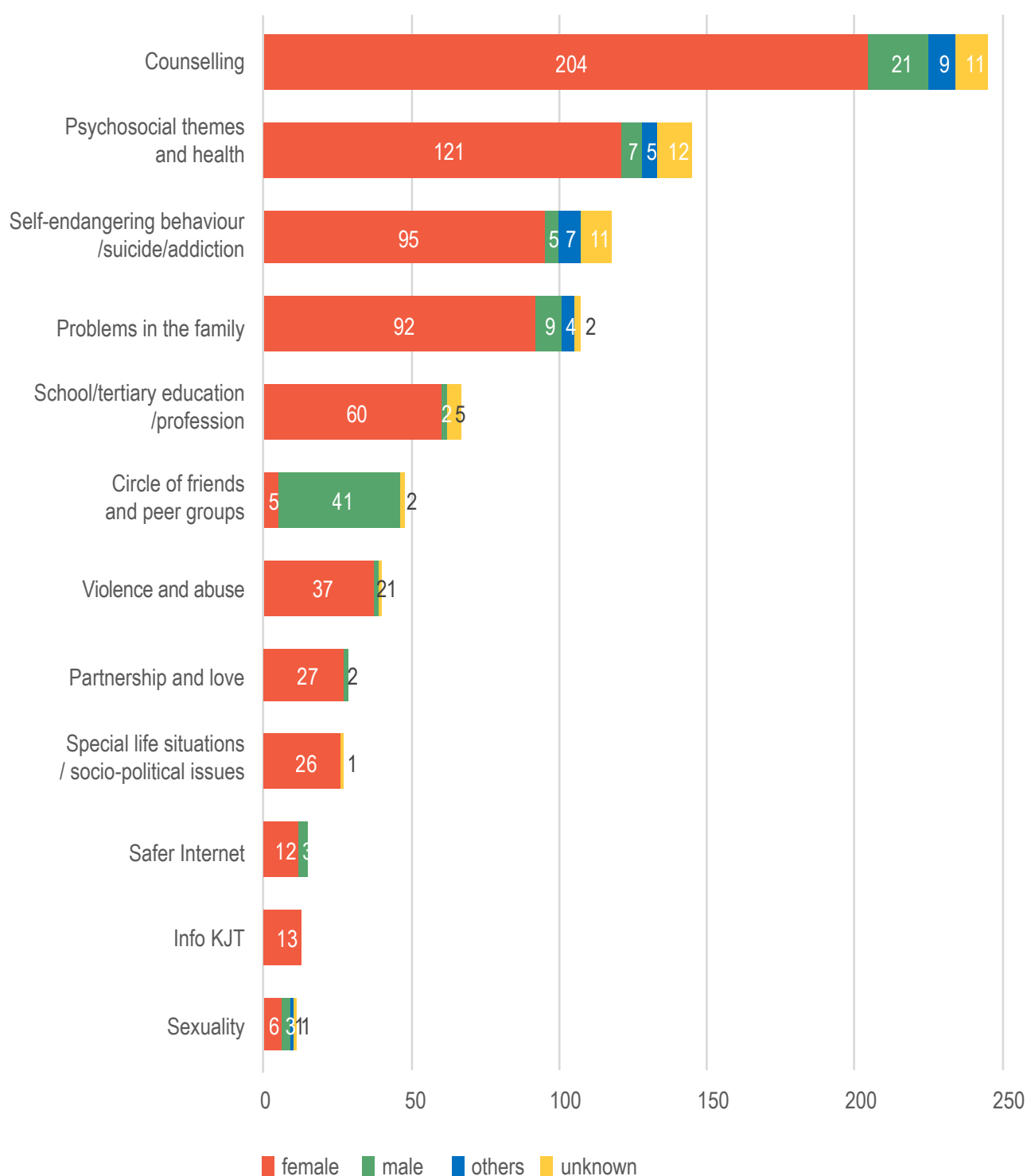


On average, we had 43 contacts per month. A significant increase in contacts is clearly visible in March (57) and November (55).

## 3.2 ONLINE HELP

### TOPICS

**N=519** (Several references possible)



It was possible to use several headings when specifying problems.

In general, people approach Online Help with complex issues. The Online Help service is particularly used by children and young people in crisis situations. The model allows a continuous exchange and that exchange will be with a trusted person. This can have a stabilizing effect for people in crisis.

The subject "**Counselling**" dominates, with 245 requests. No specific theme has been indicated here. Generally, these were follow-up requests from young people who regularly contacted the service over a long period of time. Often they were going through a complex (crisis) situation and/or were in a situation that required a long-term solution. Thanks to Online Help they have found a place where they can talk about their issues. In these conversations, trust is an important factor, as well as encouragement to seek additional help beyond KJT.

In the category "**Psychosocial themes and health**" (145 contacts in total / 169 in 2021), 78 contacts related to the field of mental health in general, under which the following themes can be grouped together: loneliness, anxiety, worries, panic reactions, depression, grief, identity search and physical appearance.

Lack of self-confidence was mentioned 43 times by people seeking online support. Fear and anxiety were mentioned 37 times as an issue.

The third category is "**Self-endangering behaviour/suicide/addiction**" (118 contacts in 2022/ 100 in 2021). Children and adolescents reported suicidal thoughts/attempts (76), or that they had self-harmed or still felt the need to do so (62 contacts); anorexia/bulimia (5) was another topic that children and adolescents discussed or sought support for.

In the fourth category, we find the subject of "**Problems in the family**" (107 contacts in 2022/ 83 contacts in 2021). In particular, parent-child relationship (71 contacts), difficult circumstances and lack of support (48), conflicts caused by divorce and parental separation (23) were identified as problems.

As in the previous year, the subject "**School/tertiary education/profession**" comes in fifth place with almost a doubling of references to such problems (+54%) with 67 contacts (36 contacts in 2021). If we look at the situation in detail, the predominant issues are overwork and stress (37), fear of failure (25), as well as problems in tertiary education and work (20). 19 of the people concerned were victims of cyber-bullying.

Difficulties relating to a person's "**Circle of friends and peer groups**" come in sixth place (48 requests in 2022/ 13 in 2021). When the topic is examined more closely, the issue of marginalization (28) comes first, followed by conflicts and problems within a circle of friends (11) and the desire to have friends (6). Interestingly, this is the only category of problems cited by more men (41) than women (5). In all the other categories, women were in the majority.

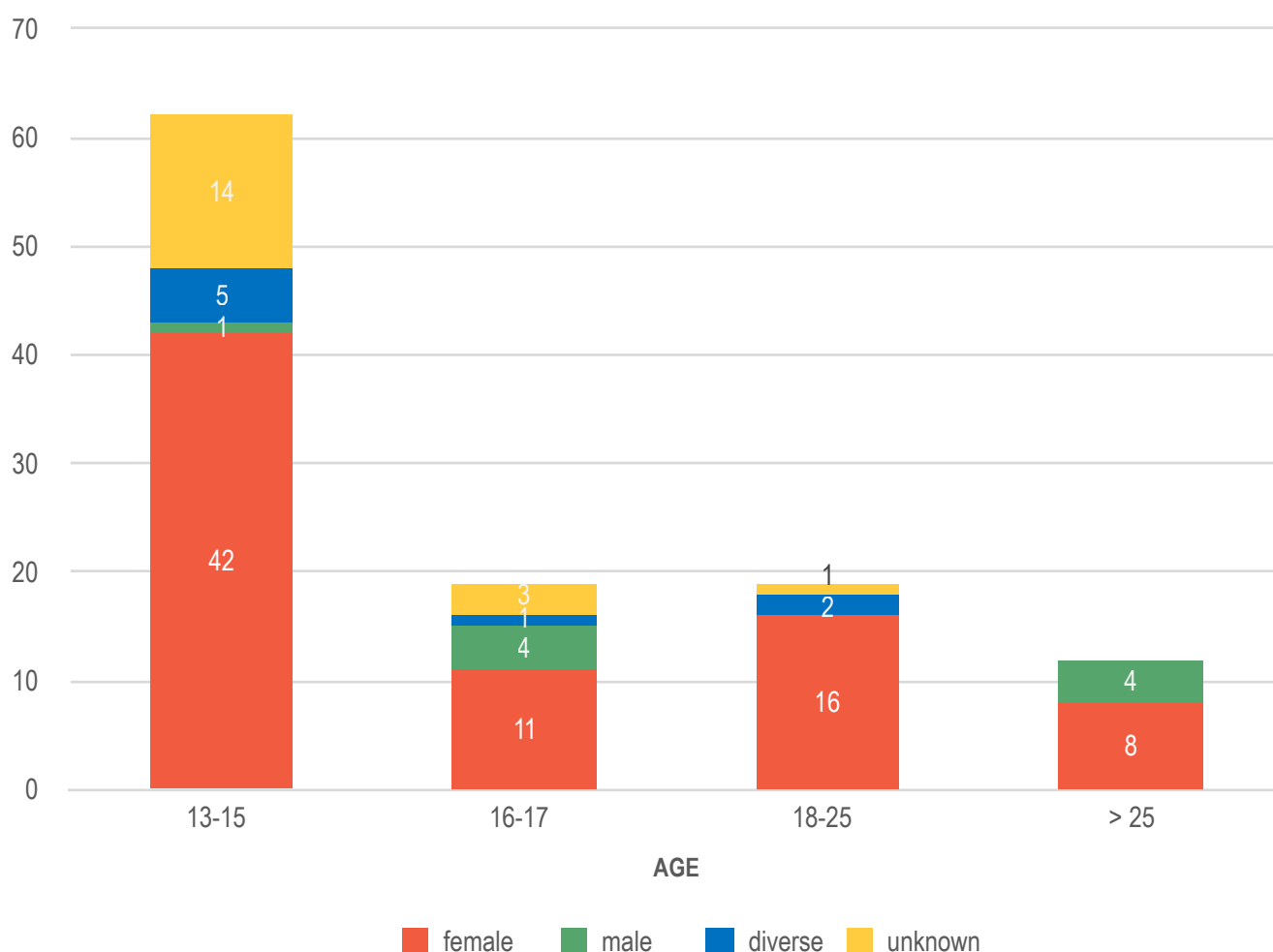
A seventh category of problems still needs to be mentioned here, that of "**Violence and abuse**" (40). It is often the first time that people have told anyone about domestic violence (24), psychological abuse (19) and neglect (13) in the family or by relatives.

## 3.2 ONLINE HELP IN ENGLISH

### REQUESTS BY AGE AND SEX

If we compare the 2022 figure (112 contacts) with those of previous years (61 contacts in 2020 and 85 in 2021) we can see a clear trend upwards.

**N=112**



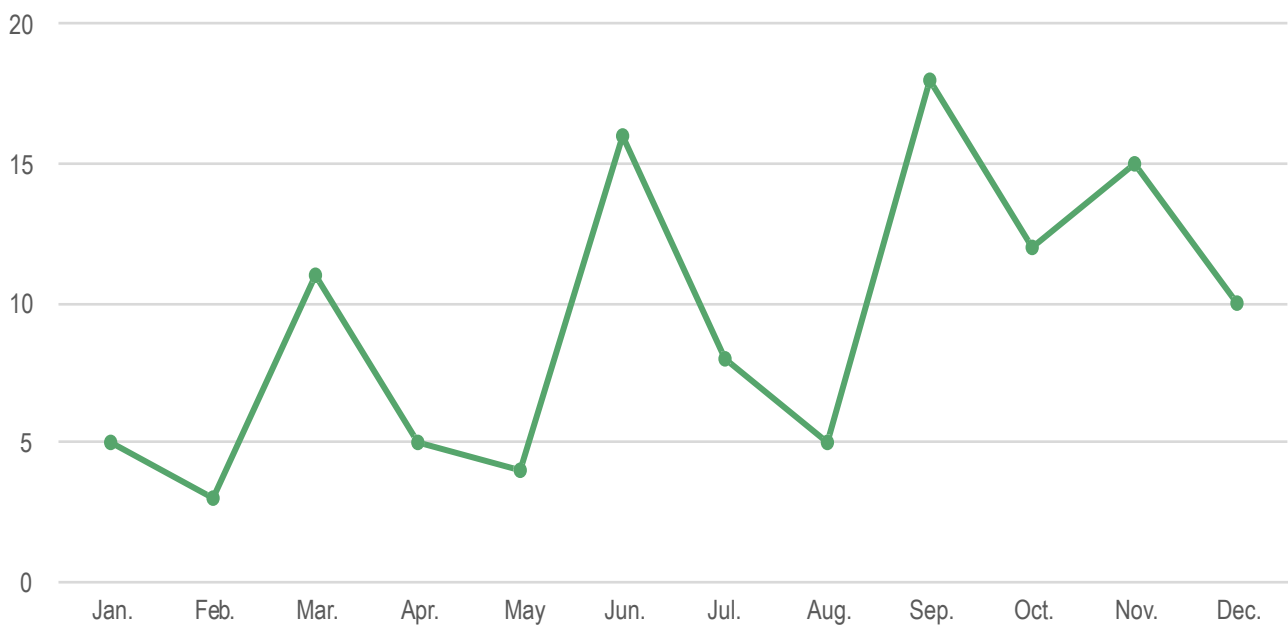
Compared to last year, there was a marked change within the age groups. Whilst in 2021, 18-25 years old were particularly represented with 29 contacts, in 2022, 13-15 years old were the most represented age group with 62 contacts. The 16-17 age group and the 18-25 age group are equally represented (18 contacts each).

English-speaking parents can also contact the Online Help service in that language. In 2022, the number of parents who contacted us was slightly lower (2021/16, 2022/12).

The English-language Online Help service was mainly used by girls or women.

## NUMBER OF CONTACTS DURING THE YEAR

N=112

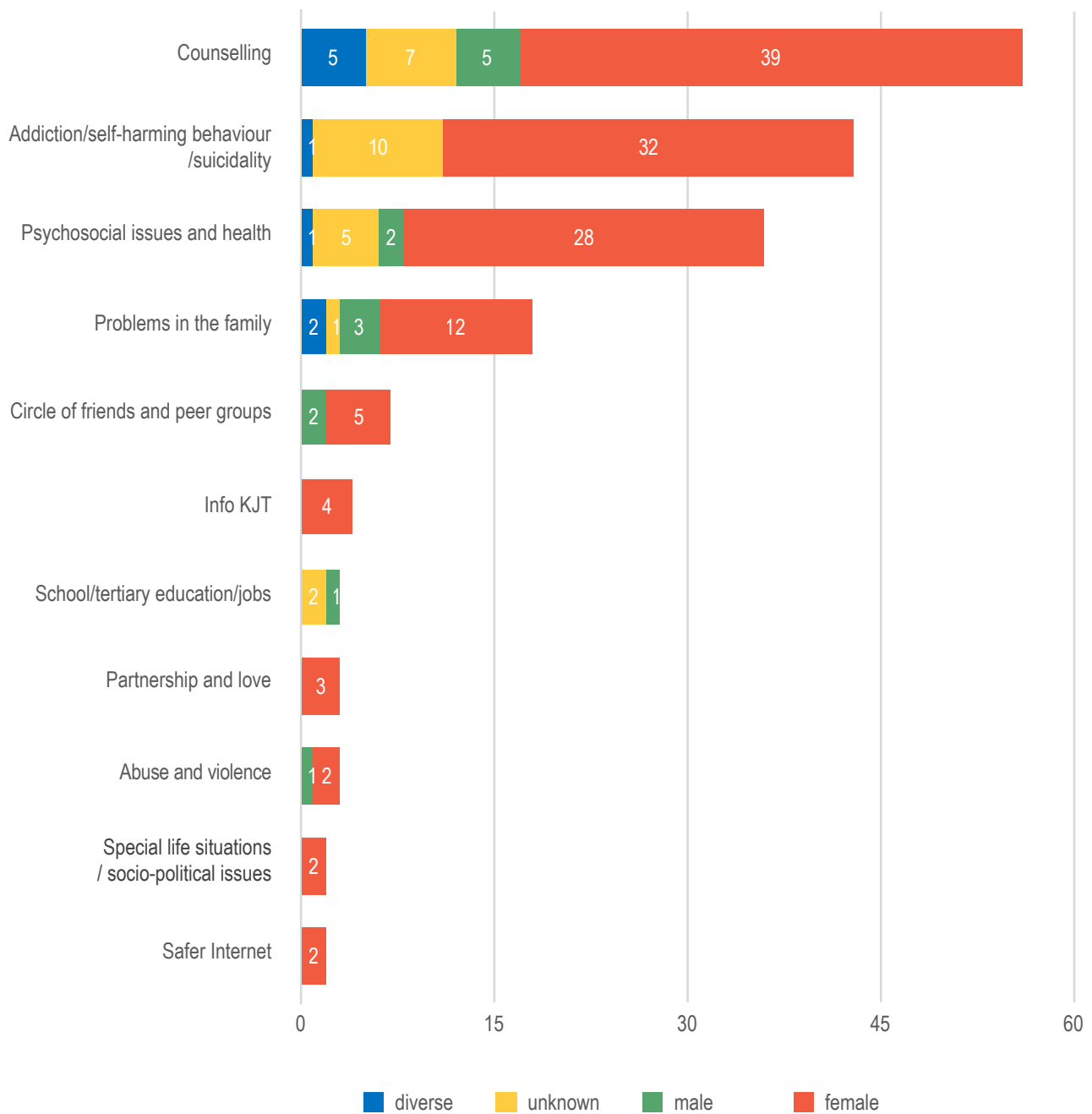


On average, 9 contacts took place each month. The highest number of contacts was recorded in June (16) and September (18). A significant decline is visible during the summer months; the number of contacts showed a particular increase at the beginning of the school year in September.

## 3.2 ONLINE HELP IN ENGLISH

### TOPICS

**N=112** (Several references possible)



In the same contact session, volunteers could mention several problems. The main subjects arising in English Online Help are comparable to those of the LU-DE-FR Online Help. The distribution of the problems mentioned was as follows:

**"Counselling"** (56 mentions) tops the list of main topics. There are issues such as anxiety, depression, loneliness and worries of various types (36). "Counselling", also includes contacts with "recurring e-mails" (16), from people who made frequent requests to Online Help. Regular contact can help people who find themselves in complex and problematic situations.

The heading **"Addiction/self-harming behaviour, suicidal thoughts and suicide attempts"** is in second place with 43 references. The most commonly cited problems are self-harm (31) and suicidal thoughts/attempts (21).

In third place comes **"Psychosocial themes and health"** (36). Psychological problems (25) were often mentioned, such as worry, the suffering of loneliness, depression. There were also several contacts who specifically mentioned fear/anxiety (5) as an issue.

Fourth place is taken by **"Problems in the family"** (17). Conflictual relationships between children/adolescents and their parents were most often cited here (13). The issues of addiction, mental health problems and physical illnesses of family members were also mentioned (3). This topic can be difficult for children/young people when they have to take on responsibilities that are too heavy for them when their parents are not well.

In English-language Online Help, the subjects **"School/tertiary education/profession"** and **"Abuse and violence"** were almost at level pegging (3/4). Problems with teachers (1) and ridicule/exclusion and cyber-bullying (2) as well as tertiary education/school issues (1) were mentioned. With regard to violence and abuse, young people reported sexual abuse (2), sexual assault (1) and psychological violence (1).

A factor common to English-language Online Help and LU-DE-FR Online Help is that both services have recorded a steady increase in recent years. The KJT is trying to cope with this increase by organising new continuing education training for English-speaking Helpline volunteers (2023).

Online Help allowed me to feel a lot better about myself and to recognise what I'm capable of doing.

I can always count on them. If I want to talk to someone and there's no one else, they are always there.

Someone took the time to listen to my problem and I felt stronger. I felt I was able to handle the problem.

I was being bullied at school and being cyber-bullied at home. I felt so alone and kept asking myself why no one liked me. Then I contacted Online Help. I went through my problems with the counsellor and she was so helpful. I finally found the strength to break free from the bullies and find friends who really care about me. Thank you so much!

My parents were getting divorced and I felt scared and really, really anxious. Although it was nervous about contacting Online Help my counsellor was really nice and he always made me feel like I had someone to talk to when I couldn't talk to my parents.

**Online Help**  
supporting children and youth

Offered by:  
**KJT**  
www.kjt.lu

Supported by:  
Caritas Luxembourg, Men.lu, and other partners.

Do you want to support us?  
Donation account:  
BCEEELUL: IBAN LU16019130004126000  
Caritas J+F asbl KJT

**KEEP CALM AND CONNECT WITH ONLINE HELP**

Designed by Caritas Luxembourg

**Online Help**  
is here to support you.

I am happy. You helped me to have a better contact with my daughter. Thanks!

Now my understanding of my son is much better. This enabled us to establish a better communication and to improve the relation. Thank you.

My situation seemed hopeless. Now I have a clear idea. Thank you for helping!

**Online Help**  
supporting parents

Offered by:  
**KJT**  
www.kjt.lu

Supported by:  
Caritas Luxembourg, Men.lu, and other partners.

Do you want to support us?  
Donation account:  
BCEEELUL: IBAN LU16019130004126000  
Caritas J+F asbl KJT

**Parenting Questions and Concerns ?**  
You Are Not Alone.

HOW CAN I HELP MY SON TO COPE?  
HOW CAN I HELP MY DAUGHTER?  
WHAT TO DO TO HELP HIM?  
MY 10-YEAR OLD SON IS WORRIED ALL THE TIME.  
HOW CAN I REACH OUT TO MY SON?  
MY DAUGHTER HATES HER SISTER.  
HOW TO CHANGE HER ATTITUDE?  
HOW CAN I SUPPORT MY DAUGHTER?  
WHERE CAN I GET HELP FOR MY SON?  
SINCE WE MOVED HERE, MY SON IS NOT DOING WELL AT SCHOOL. HOW CAN I HELP HIM?  
DISCIPLINE HAS BEEN VERY DIFFICULT ON MY CHILDREN.  
HOW TO HELP THEM TO GET THROUGH IT?  
IS SHE NORMALLY SHY TO DO IT?  
HOW CAN I SUPPORT MY CHILDREN?  
HOW TO GET SUPPORT FOR PARENTING?

Designed by Caritas Luxembourg

### The progress of Chatberodung

With the creation of Facebook in 2004, children and teenagers could already express themselves on topics that particularly interested them by joining various groups (forums, virtual discussion groups). The so-called rules of entry into the groups could, however, ensure only to a minimal extent that core values would be respected in the management of emotional themes.

With the increase in the use of various online services (e.g. WhatsApp, TikTok, Facebook), the relevance of online help services has become increasingly evident, so we also set up, following Online Help, which had already been introduced in 2003, the "Chatberodung" project, operating in real time, with a pilot phase in 2021. Here, too, we abide by the principles of anonymity, confidentiality, self-determination, tolerance, respect and openness, which are extremely important to us.

### The beginnings

After the pilot phase in 2021, the Chatberodung entered a second phase in 2022, with 94 contacts. In 2021, as part of the "pilot phase", 63 chats took place in the context of Chatberodung. The predominant issues were the following: Psychosocial/health, suicide/self-harm/addiction; School/tertiary education/work; Family problems, violence/abuse; Circle of friends/relatives, Partnerships and love. It was mainly young people aged 13 to 15 who contacted us in 2021. With 68.3% of female contacts, girls are 14 times more likely to contact us compared to boys (4.8%).

In 2021 many children and adolescents expressed feelings of fear and sadness. In particular, most of those who sought help described their fear of being alone, excluded and/or

devalued. Insecurity related not only to their own bodies and appearance, but also to their particular way of thinking, feeling, and behaving. In this context, it seemed especially important that people seeking help through Chatberodung should experience a feeling of safety and receive guidance in the form of feedback, thus enabling them to recover, at least in the short term, a sense of control and to rediscover their own capabilities and thereby their own skills and self-confidence.

We all remember the time of the pandemic, when feelings of fear, insecurity, helplessness, loneliness and uncertainty were at the forefront and we were forced to deviate from our usual daily rhythm.

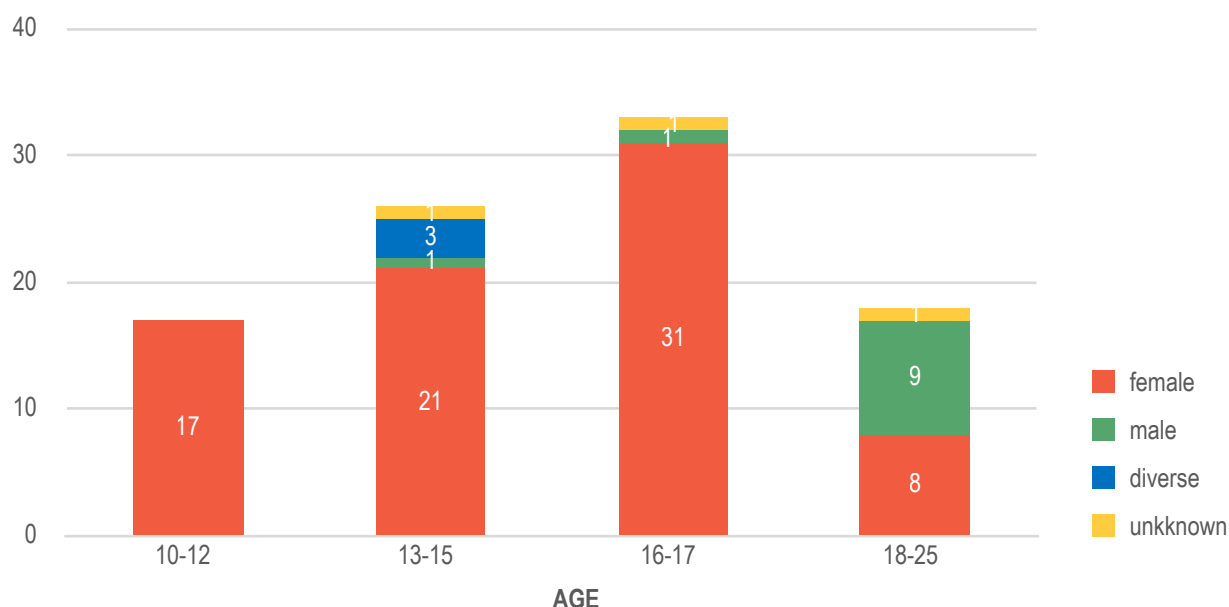
### 2022 - The second phase begins

In 2022, we were increasingly confronted with the demanding issue of "suicide and self-harming behaviour". We worked hard on developing alternative strategies to cope with stress and psychological tension in general, which often led to a strong sense of pressure on children and adolescents. The support provided by the Chatberodung counsellors helped to give hope, confidence and the courage to live. Referral to specific aid organisations has also proved particularly relevant. Networking with other support structures seems likely to become ever more important in the future so that we can designate specific and long-term contact points. However, that does not preclude further contact on Chatberodung.



## REQUESTS BY AGE AND SEX

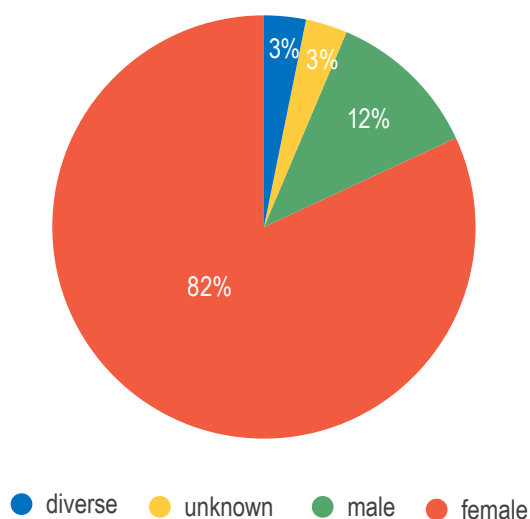
N=94



When analysing requests, account must be taken of the fact that multiple contacts by one and the same person are possible. These are not mentioned separately in the statistics, but they play an important role for the future. The identification, analysis and thus the discussion of the cases of these «permanent chatters» are particularly important in the context of supervision, in order to deal in a targeted way with the needs of the person seeking advice and to be able to propose useful long-term strategies throughout the process of meeting their needs.

The total of 94 contact requests were concentrated in the 16-17 age group, followed by the 13-15, 18-25 and 10-12 age groups. With 82% of women seeking help, young women were almost 7 times more likely to make contact than young men (12%). In each case, 3% of contact seekers did not give any indication of their gender or indicated "other".

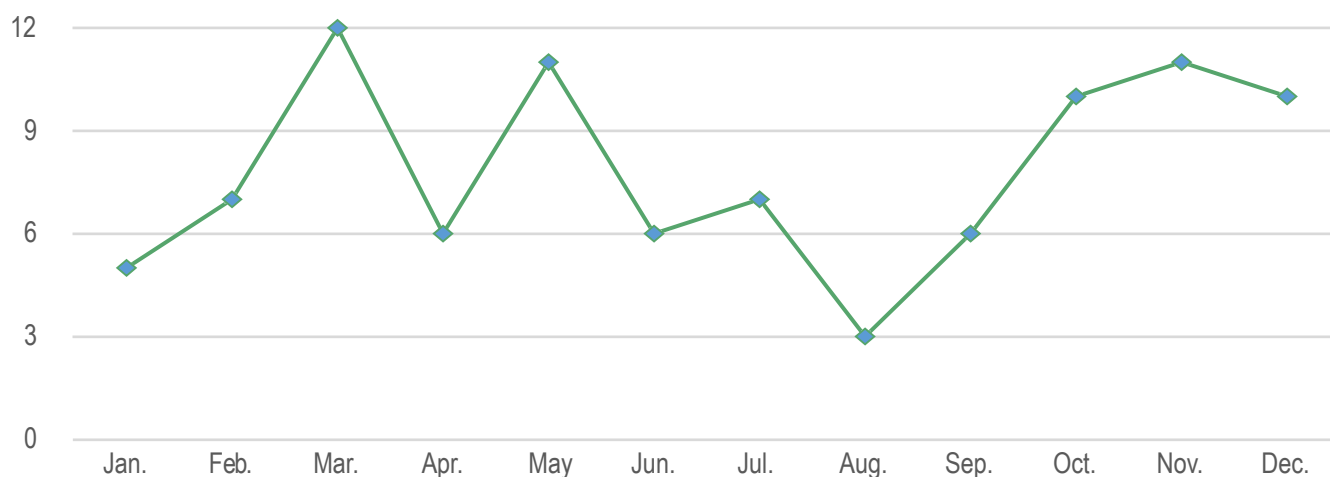
## GENDER OF CONTACTS



## 3.3 CHATBERODUNG

### NUMBER OF CONTACTS DURING THE YEAR

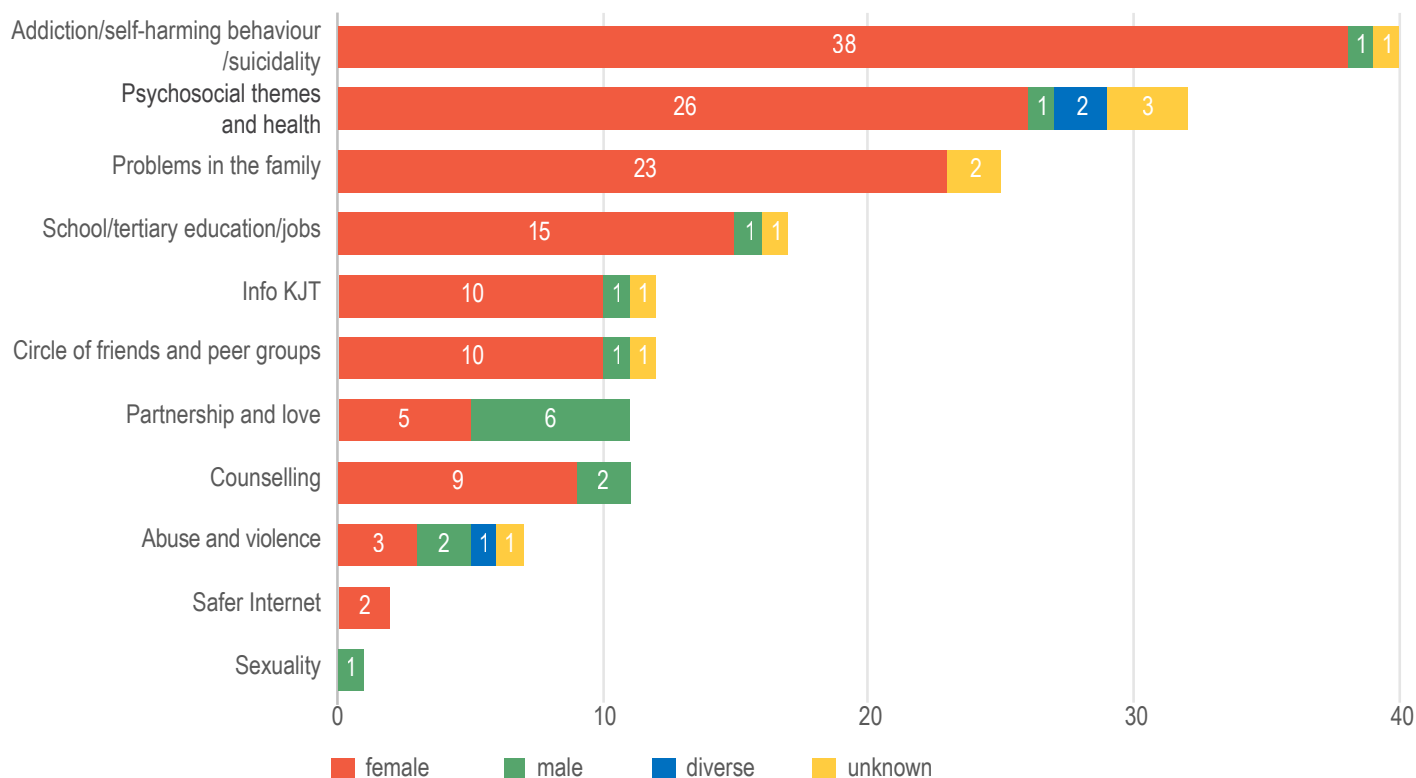
N=94



In the above graph, you can follow the evolution of our Chatberodung in 2022. Children and young people contacted us in particular in March (12), May (11) and November (11). For most of the 12 months, we had at least 6 consultations per month. Only in January and August, was there a decrease in contact requests.

### TOPICS

N=94 (several references possible)



This chart again shows that the proportion of women seeking help is significantly higher in all categories of problems.

As in 2021, we were increasingly confronted with the themes **"Addiction and self-endangering behaviour"** (40). Almost half of those who came to seek advice (94 contacts in total) suffered from these problems. In addition to indications of self-harm (25) and suicidal thoughts/attempts (25), eight described difficulties with regard to their eating behaviour (anorexia/bulimia). At the beginning and end of the year, it was mainly children and adolescents aged 13 to 17 (38) who had addiction and self-endangering behaviour issues.

A total of 28 children and adolescents reported psychological problems (13), fear and anxiety (8), problems with their appearance and body (6), as well as lack of self-confidence (7) and feelings of loneliness (4). Difficulties related to structuring their day and organizing leisure activities were also highlighted. These fall into the category **"Psychosocial and health issues"** (32), from which children and young people suffered regularly throughout the year, particularly at the age of 16-17 (14).

In addition, children and youth reported difficulties in the parent-child relationship (24), which are included in the category **"Problems within the family"** (25). In this context, it has often been possible to refer children to other specific organisations.

A closer look at the category **"School, tertiary education and work"** (17) shows the following: five of those seeking help described problems with teachers, 12 others said they were victims of bullying at school.

It was always possible to refer to other services of the KJT in the context of Chatberodung, so that 'Information concerning the KJT' (12) was regularly highlighted.

## Peer to Peer

"A peer group is one of the most influential social agents affecting teenagers' behaviour and choices, which is why adolescents feeling the need to seek out alternative help structures often turn to their peers", wrote Oluwatimilehin & Owoyele in 2012.

With nine newly trained Chat counsellors, the value of experience, specialist knowledge and diversity of ideas could be expanded.

Chat counsellors regularly have the opportunity to discuss problems and difficulties in supervision and to incorporate new ideas into the development of Chatberodung. To thank them for their commitment – some have been part of our counselling team for over a year – we invited them to a pizza evening.

## Stay tuned

With committed counsellors, as well as interns and a new colleague who joined thanks to the creation of a new post for Chatberodung (20 hours), this service has entered a new phase, synonymous with growth, support and availability. We look forward to drawing the attention of children and young people to Chatberodung through further campaigns and thus being able to offer a support platform for even more people who are looking for help.

Testimonial of a young person during a Chat:

*"... Thank you for being there. I can be completely honest with you, because I know that you will listen to me and it goes no further".*

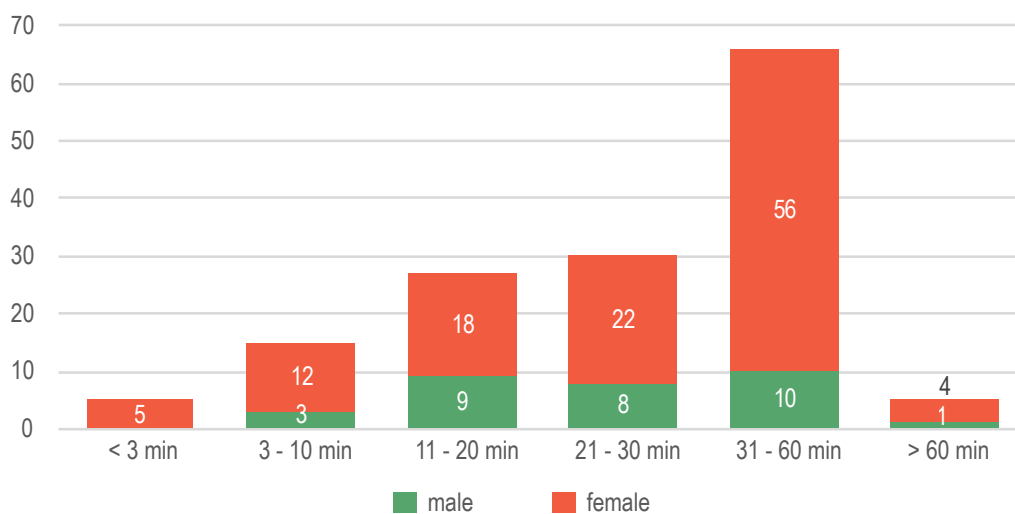
## 3.4 PARENTS' HELPLINE

"It's a difficult phase again, I feel exhausted", "My child, who used to be so open, has now become withdrawn since he/she entered puberty", "What can I do, we are always arguing about homework". These are typical issues raised on the Parents' Helpline. As well as parents, grandparents and educators too seek advice when it comes to the well-being of children and young people. The volunteers talk to those seeking help on an equal footing and pay attention to their current state of mind, in accordance with our basic principle: "Eltere sinn ass wonnerschéin, heiansdo net einfach (To be a parent is wonderful, but not always easy)"; they support parents, pass on information, advise and refer them to specific organisations depending on the subject.

### CALLS BY DURATION AND GENDER

In 2022 crisis situations within families and during periods of uncertainty still continued to pose a major challenge in education and family life. 148 parents, educators and teachers contacted us (2021: 175) with the number of calls increasing by 15.5% during the year.

**N=148**



### GENDER OF CALLERS AND DURATION OF CALLS

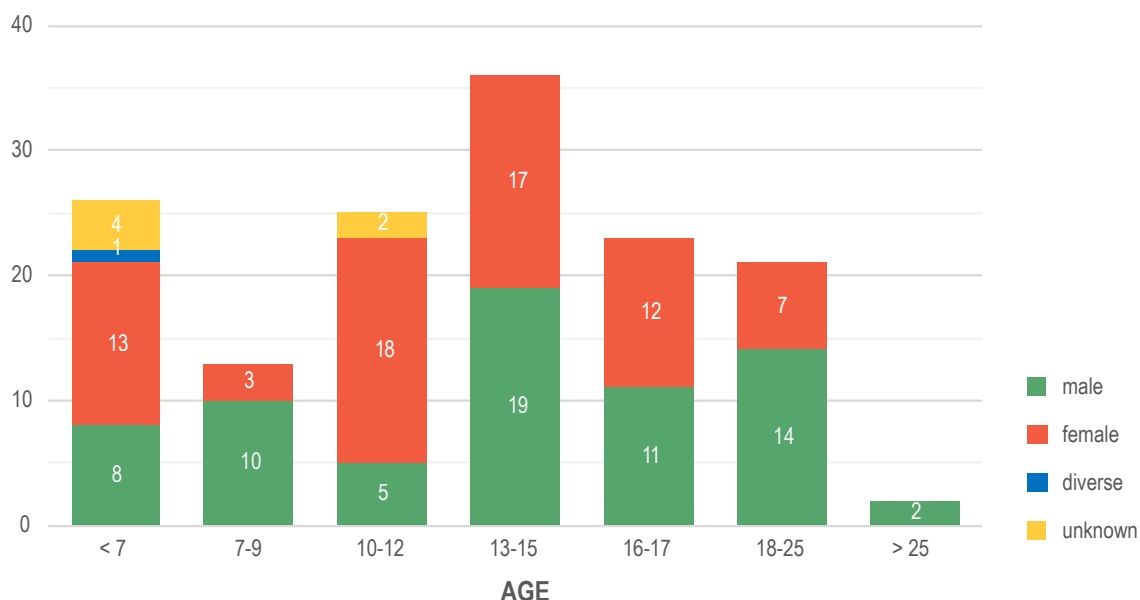
This year, 117 women and 31 men approached us. It is noticeable that the majority of the calls lasted about 20 minutes, most even more than 30 minutes. In the age group of puberty (13-15 years) in particular, the calls lasted on average between 31 and 60 minutes.

This indicates a real need to talk as well as the great complexity of the various problems. It is precisely when things become complex that it is important to dedicate time to listening and provide a structure so that the conversation leads on to the next step.

In terms of gender distribution, we found that questions relating to both sexes, boys and girls, were equally distributed (47% in each case). 1% of the calls concerned children of non-binary gender

## CHILDREN ACCORDING TO AGE AND GENDER

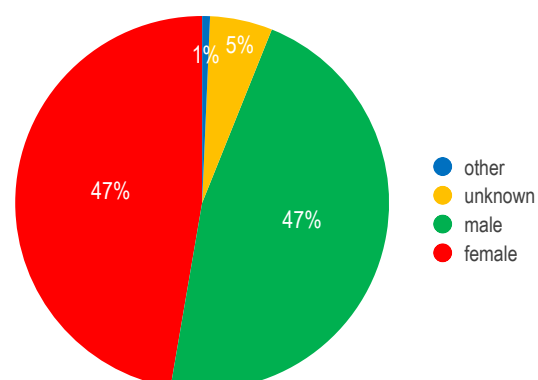
**N=148** (2 conversations did not address the needs of children)



The issues on which parents turned to us were present in all age groups. They concerned as many girls (70) as boys (70). As in previous years, the 13-15 age group (36), the < 7 years (26), followed by the 10-12 age group (25) were again the most discussed by parents.

It is apparent that the largest group concerning girls was the 10-12 age group. Conflicts with children as well as differences of opinion on rules, prohibitions or general issues were particularly prevalent here, with physical violence in second place, followed by suicidal thoughts. Generally speaking, psychological concerns (fear, self-confidence, psychological problems, self-harming) were raised more frequently. In the previous year, this situation was pretty well balanced (2021: girls: 10; boys: 13). In the 13-15 age group, the number of girls (19) and boys (17) was almost equal in 2022 (in the previous year there were more calls here; girls: 25, boys: 19). By contrast, the 18-25 age group was more concerned with the issues of young adult males. The topics involving young male adults were varied, but disagreements about rules and prohibitions or general topics were raised in particular, as well as conflicts with parents in general. Overall, the themes discussed here, although isolated, were absenteeism/truancy/dropping out of school, educational/vocational problems, substance abuse, relationship conflicts or the desire to run away from home. The parent-child relationship, as well as physical violence, was most often mentioned in conversations with parents of girls aged 10-12. For parents of young men aged 18-25, the focus was on prohibitions, rules and disagreements, as well as on the parent-child relationship in general.

## SEXE DES ENFANTS

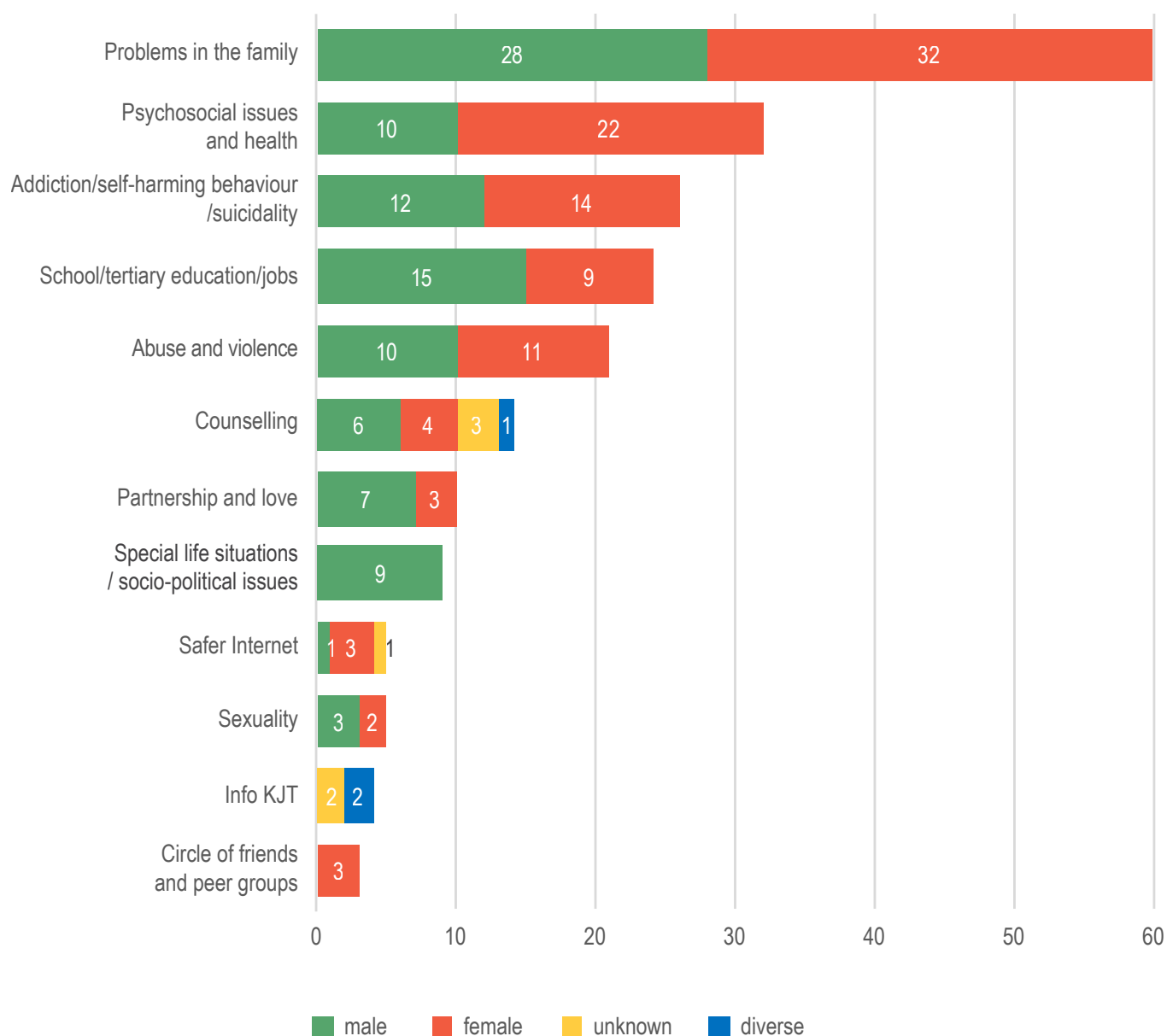


In terms of gender distribution, we found that the questions relating to both sexes, boys and girls, were equally distributed (47% in both cases). 1% of the calls concerned children of non-binary gender.

## 3.4 PARENTS' HELPLINE

### TOPICS

**N=148** (2 meetings did not address the needs of children)



Unchanged from previous years, family problems and psychosocial health are in first and second position.

**"Family problems"** (60 contacts) concerned not only children and young people who turn to the KJT, but also those close to them (family and professionals). 60 parents and other support people close to the family approached us in connection with this subject. In most cases, the parent-child relationship was the main concern (36 out of 60 contacts), followed closely by conflicts between parents or situations of separation/divorce (14 out of 60 contacts). The topic of prohibitions, rules and opinions also came second with 14 calls (out of 60 contacts).

In 23 cases, a family support person or professional contacted the Parents' Helpline because they were concerned about the **"psychosocial health"** of children (32 calls). Among the callers, 10 mentioned children's psychological problems such as periods of depression, overwork or loneliness, anxiety and fear (9) and lack of self-confidence (6). In third place came discussions about **addiction and self-endangering** behaviour (26 contacts). Parents were desperately worried about their children's acute or latent suicidal thoughts or suicide attempts. Compared to the previous year, these calls almost doubled (2021: 7 contacts, 2022: 13). Parents talked of their children's profound distress and the feeling that they could no longer reach them. Under the heading of addiction and self-endangering behaviour, they also reported drug abuse/addiction (6) and self-harming (3).

The category **"school/tertiary education/work"** came fourth, with 24 contacts. 7 calls mentioned ridicule/exclusion or bullying of their children or pupils and asked how they could best help the children and young people. 6 calls were about absenteeism/refusal to attend school or dropping out of school. 3 contacts were about fear of failure.

The category **"violence and abuse"** came fifth, with a total of 21 contacts. If we take a closer look at this area, 11 requests can be attributed to physical violence. Three requests also related to psychological violence, sexual assault and unspecified violence/abuse.

In sixth place comes the subject of **"counselling"** (14 contacts). In this area, advice was given on different topics depending on the individual needs of the callers. As in all other areas listed above, callers seeking advice were also referred to other counselling services and social institutions depending on their personal concerns.

## 3.5 BEE SECURE HELPLINE

BEE SECURE is an initiative of the Government of the Grand Duchy of Luxembourg, implemented by the Service national de la jeunesse (SNJ) and the KJT, in collaboration with Luxembourg House of Cybersecurity, the Police Grand-Ducale and the Office of the Attorney General of the Grand Duchy of Luxembourg.

BEE SECURE aims to promote the safest, most responsible and positive use of information technologies. BEE SECURE is part of the European networks INSAFE (awareness centres and helplines) and INHOPE (illegal content hotlines).

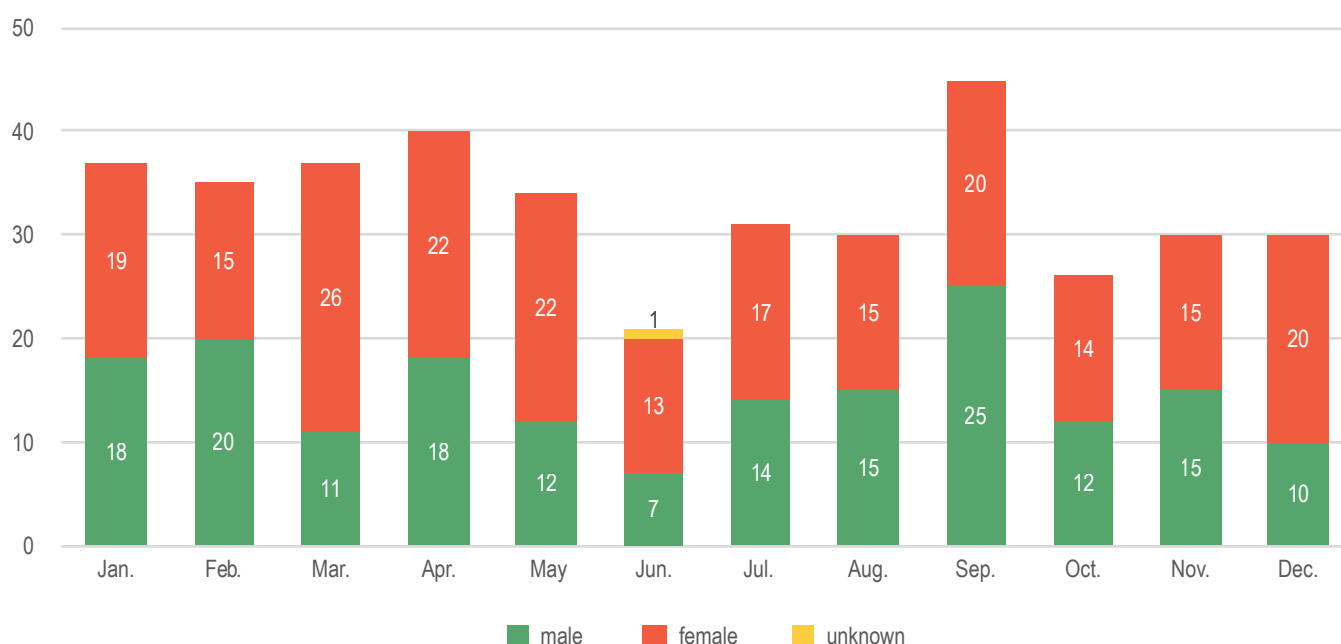
KJT is responsible for the BEE SECURE Helpline and the BEE SECURE Stopline.

The focus of action «orientation and counselling» is covered by the BEE SECURE Helpline. It is an anonymous and confidential telephone counselling service operated by the KJT. By calling 8002 1234, every citizen can receive free, confidential and anonymous information and assistance on questions about internet safety and the responsible use of information and communication technology.

As an active member of the Insafe network, KJT is committed to the motto «Together for a Better Internet» and contributes to the exchange of information at the European level

### CONTACTS BY GENDER (Callers)

**N=396**



In 2022, the BEE SECURE Helpline received 396 calls. The high number of calls in 2021 could not be maintained. There were 299 fewer calls than in 2021, a decrease of 43%.

As in 2021, calls between women and men were almost balanced at 55% to 45%.



### The main topics of contacts were:

1. Cybercrime/ e-crime (205)
2. Data protection/privacy (65)
3. Security settings/filtering software (45)
4. Media literacy/education (45)
5. Sextortion (30)

CoAs in the previous year, the main topic was **cyber-crime/e-crime** with 205 calls. Many callers were victims of phishing e-mails, scams, hacked accounts and blackmail attempts. Most of them wanted to inform the BEE SECURE Helpline and asked for help on what to do in such cases.

In this regard, callers wanted more information on the topic of **privacy/data protection** (top 2 with 65 calls) and on how internet protection works (e.g. hacking, anti-virus software, secure passwords). Furthermore, questions were asked about **security settings/filtering software** (45 calls) (e.g. Facebook, Instagram and TikTok), as well as general questions in the area of **media competence/education** (45 calls). Concerned parents sought advice on how to best protect their children online (which safety precautions can they take, which parental control tools are available).

A significant problem arose in the area of **sextortion** (30 calls). This increase is also an international trend. The callers were victims of abuse through their photos or videos with sexual content, which were the subject of blackmail. The perpetrators threatened to publish this personal and intimate material if certain sums of money or gift vouchers were not paid. Sometimes the callers were blackmailed with supposedly existing material. It is worse when actual persons were enticed by unknown persons to produce nude pictures or were filmed performing sexual acts and thus blackmailed. Students, teachers, parents and social workers turned to the BEE SECURE Helpline in their distress to seek advice. The victims were in panic and in fear that their pictures would be published for their fellow humans to see. A strong feeling of shame and a great helplessness were at the forefront.

Not to be left unmentioned are **cyberbullying** (12 calls) and **sexting** (6 calls). Due to the lack of a safe place because of permanent harassment, coercion, insults, defamation and harassment via electronic means of communication, in social media, in chat rooms or instant messaging, this form of violence is extremely burdensome.

Sexting can also be extremely shameful and anxiety-provoking when fearing that a photo sent in confidence could potentially be shared with other people. That is called NCII, the so-called "Non-consensual sharing of Intimate Images".

### Enquiries via the contact form

Those seeking advice also have the option of submitting their concerns in the form of response tickets via the contact form. The BEE SECURE Helpline received **283 enquiries** (134 women, 94 men, 55 unknown) via this form and answered them. In 2021, there were 307 enquiries. This represents a slight decrease of 7.81%.

The **main topics** of the enquiries via the contact form are comparable to the topics of the calls to the BEE SECURE Helpline:

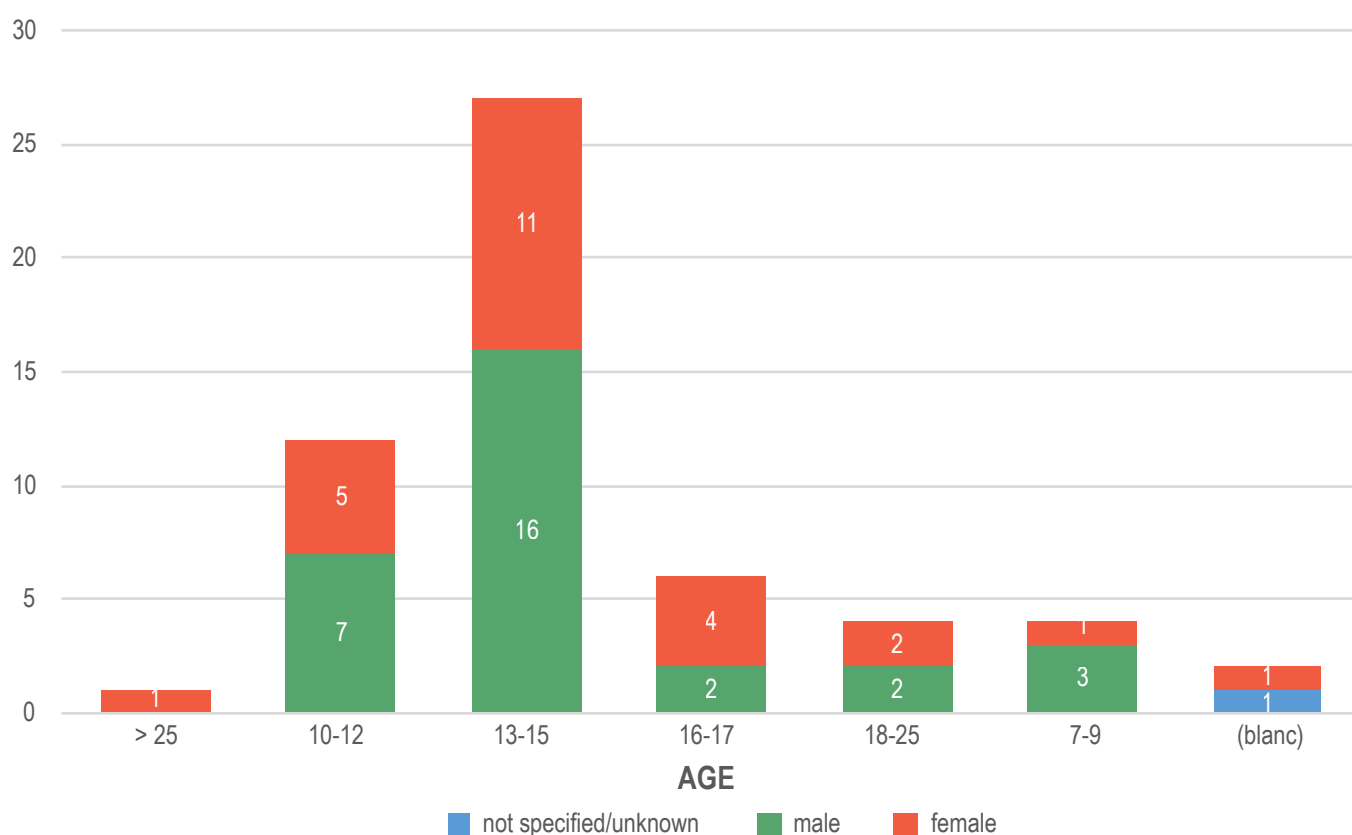
1. Cybercrime (115)
2. Privacy and data protection (58)
3. Information about BEE SECURE (32)
4. Technical settings (28)
5. Sextortion (14)

## 3.5 BEE SECURE HELPLINE

### Topics and calls from parents, children and young people for other children and young people (so-called third-party callers).

A total of 56 people contacted us (24 concerned parents, 3 siblings, 6 teachers, 4 educators, 2 social workers, 17 other calls).

N=56



The most common age range was 13 to 15 years (27), followed by 10 to 12 years (12) and 16 to 17 years (6).

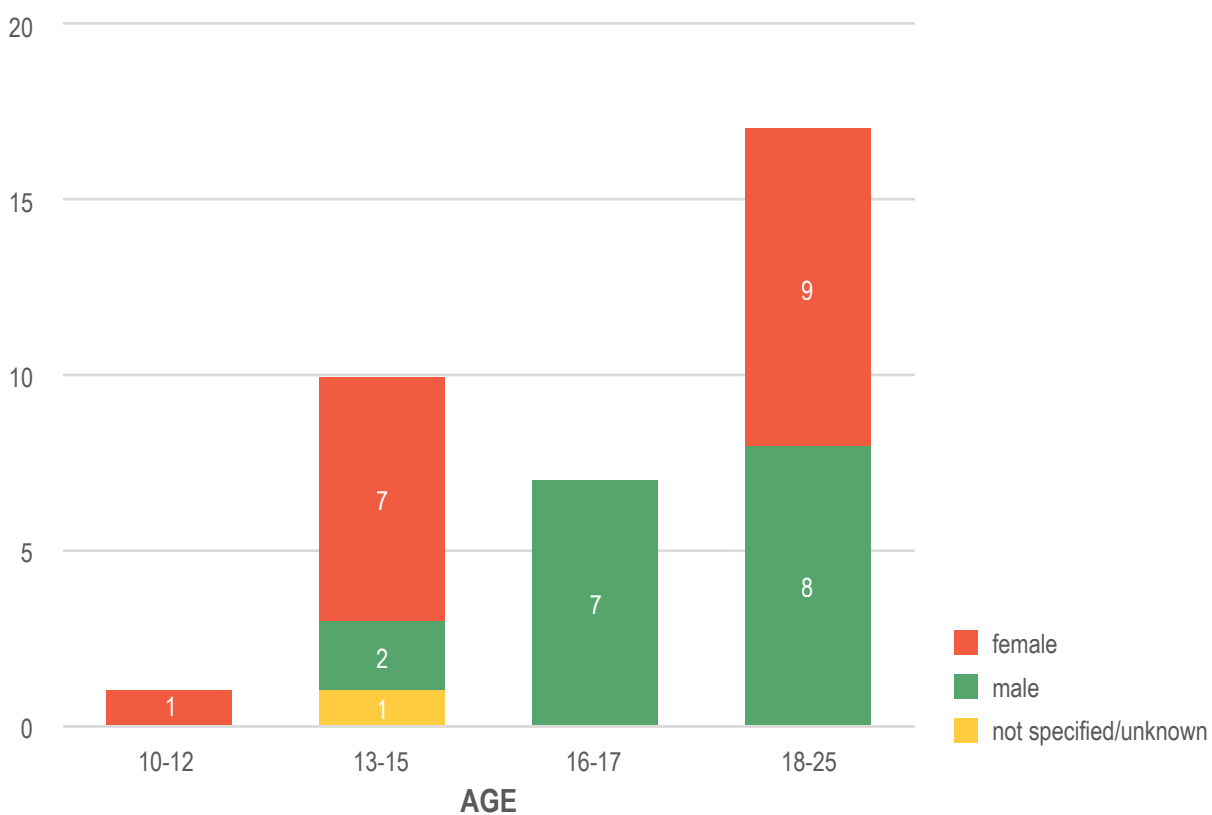
#### Topics of the third-party callers for children and adolescents

1. Cybercrime (11)
2. Sextortion (7)
3. Media competence (7)
4. Cyberbullying (5)
5. Sexting (3) and data protection/privacy (3)

## Calls made by children, adolescents and young adults

When looking at the age group 10 to 25 years, the BEE SECURE Helpline was contacted by a total of 35 callers.

**N=35**



### Topics of the children and young people

1. Internet crime (hacking, account hijacking, internet fraud schemes) (10)
2. Sextortion (8)
3. Security settings/filter software (4)

Cyberbullying and sexting were only discussed in one conversation each.

Sextortion is particularly stressful for young people. Young people are blackmailed and pressured into publishing intimate and private pictures and videos. Shame, helplessness and feelings of guilt were in the foreground here.

Another focus of BEE SECURE is to enable citizens to report certain illegal content online. The BEE

SECURE Stopline is an online form which enables all citizens to report potentially illegal contents anonymously and confidentially.

The following contents belong to the Stopline's area of competence:

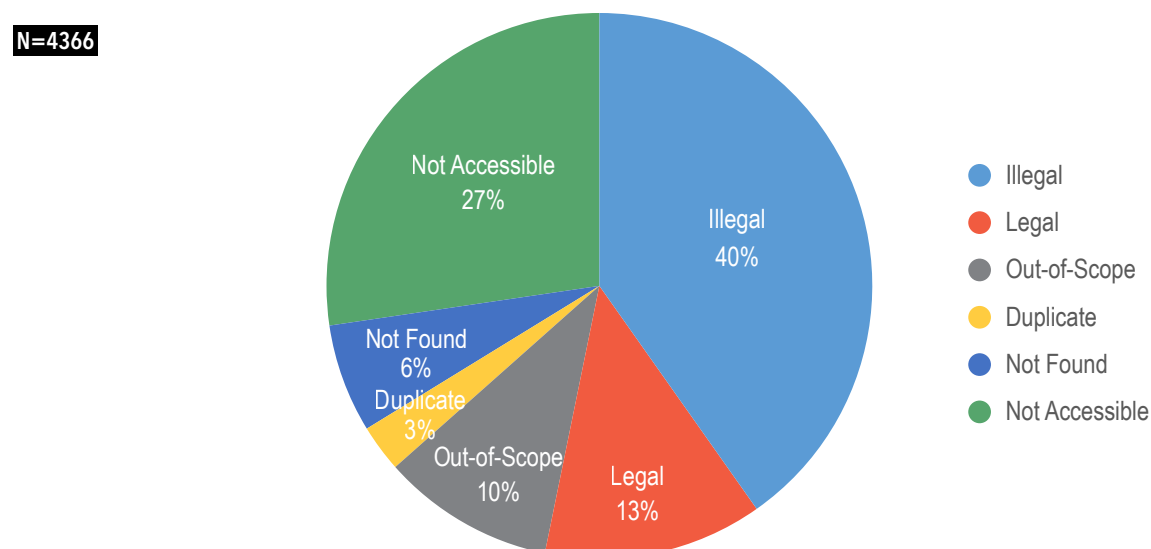
- Depictions of sexual abuse of minors, also called CSAM (Child Sexual Abuse Material)
- Racist, revisionist and discriminatory content (including hate speech)
- Terrorist content

The BEE SECURE Stopline is run by KJT and is a member of the international INHOPE network (International Association of Internet Hotlines). If a reported content lies within the stopline's area of competence, is hosted in Luxembourg and is assessed as "potentially illegal" or "relevant" by the BEE SECURE Stopline analysts, they will write a technical report with concept analysis and forward it to the national police.

In cases where the reports seem to be connected to the Luxembourg population or domestic hosting, the reports are forwarded to the competent international partners via a secure system.

### DEPICTIONS OF SEXUAL ABUSE OF MINORS

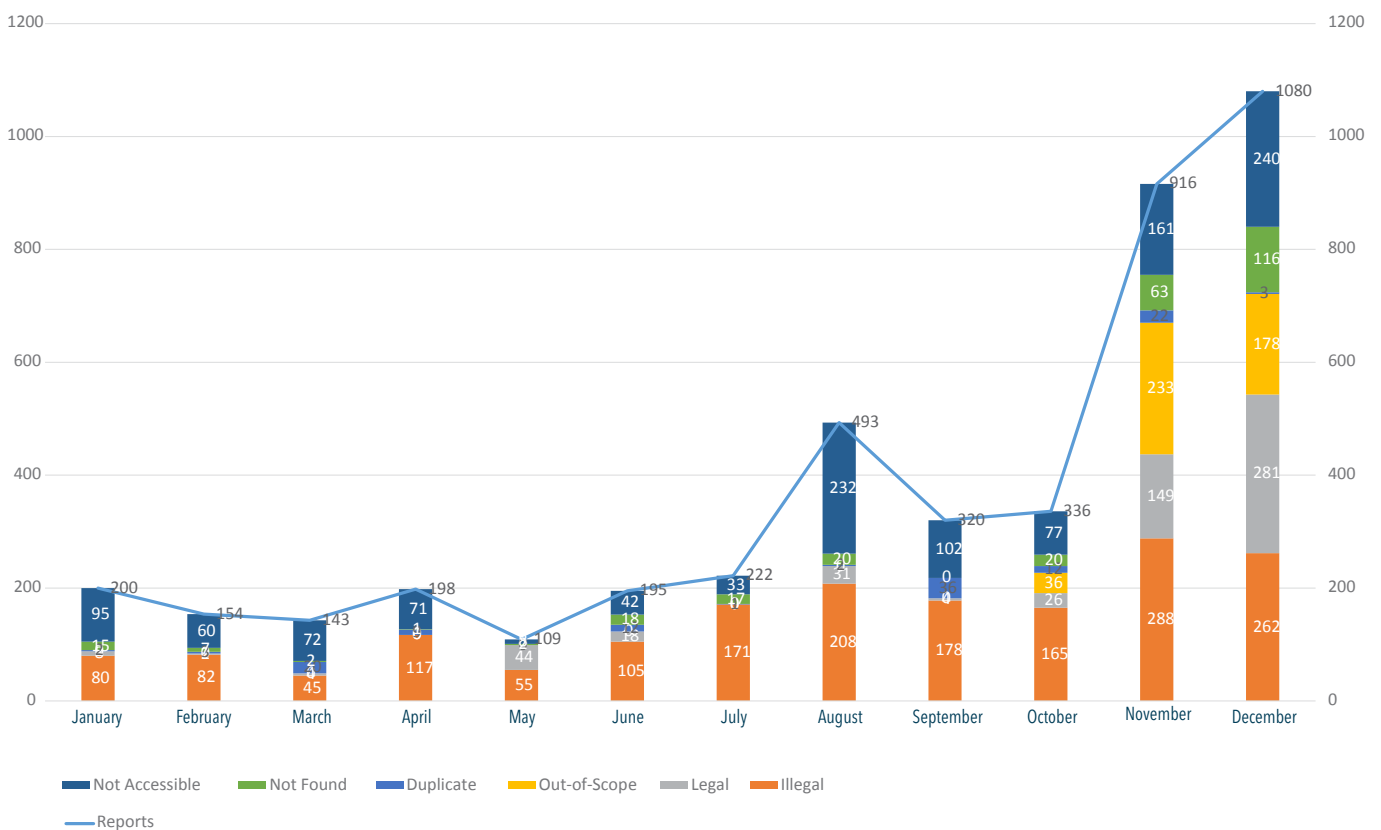
In 2022, a total of 4366 reports were filed on the BEE SECURE Stopline in the area of CSAM (Child Sexual Abuse Material), an increase of 70.4% compared to the previous year 2021 (2562 reports). The BEE SECURE Stopline analysts estimate 1756 cases as illegal. In 1193 cases, the reports were no longer accessible because internet service providers had already removed them before the analysis. In 567 cases, the reports were assessed as legal and in 447 cases the reports did not fall within the BEE SECURE Stopline's area of competence (out of scope). Furthermore, there were 122 duplicate messages and in 281 cases the original message could not be found, either because it was offline, required access information or the environment was already closed, such as in live chats or live streams. The following graphic shows an overview of the reports of the year 2022:



## Evolution of CSAM reports

The graph shows the monthly evolution of the reported URLs, which the BEE SECURE Stopline team classified and, in case of an assessment as illegal according to Luxembourg legislation, forwarded to the competent authorities, such as the police and/or partner hotlines of the INHOPE network (International Association of Internet Hotlines). At this point, it can be stated that in 2022, the monthly reports increased strongly from the 3rd quarter onwards, specifically with the month of August. Most reports were received in the 4th quarter (November/December). These two months account for 45% of the total annual statistics (4th quarter 53% in total). The reasons for this rapid increase cannot be clearly assigned, so the development will continue to be monitored. A possible explanatory factor could be that the level of awareness has increased due to the newly developed BEE SECURE Stopline website in 2022.

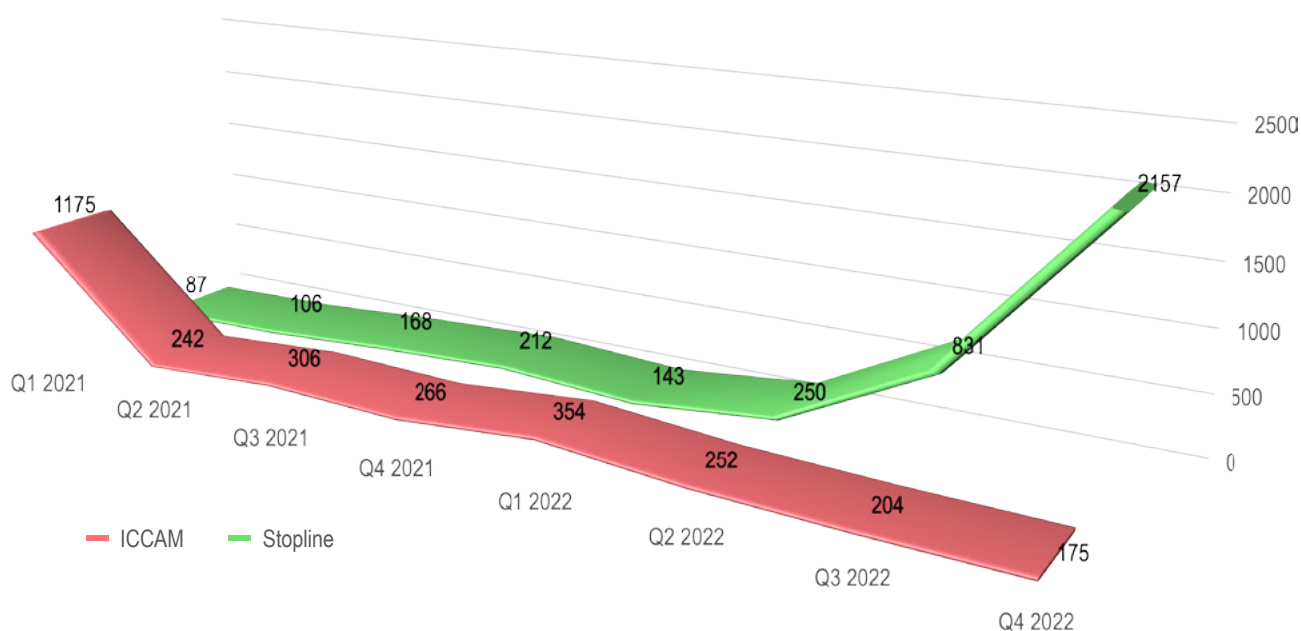
**N=4366**



## 3.6 BEE SECURE STOPLINE

Another peculiarity can be observed in the area of «input channels», where it becomes clear that the CSAM reports were predominantly reported via our national platform BEE SECURE Stopline. In the past years and in the previous year itself, the ratio between BEE SECURE Stopline and international INHOPE (ICCAME) reports was more balanced. A significant increase in Stopline reports became apparent as of September 2022.

It is important to know that the BEE SECURE Stopline platform receives international reports of “depictions of sexual abuse of minors” (CSAM) via a secured system (ICCAME) from competent reporting platforms, the partner hotlines of the INHOPE network (International Association of Internet Hotlines) - and also analyses these reports accordingly and forwards them to competent services.



### Content trends

An increase in referrer URLs was observed. Referrer URLs are websites that activate illegal content on other websites by visiting them, for example. Furthermore, increases in adult and self-generated content were observed on platforms created specifically to share (and make a profit off of) such content.

## RACISM

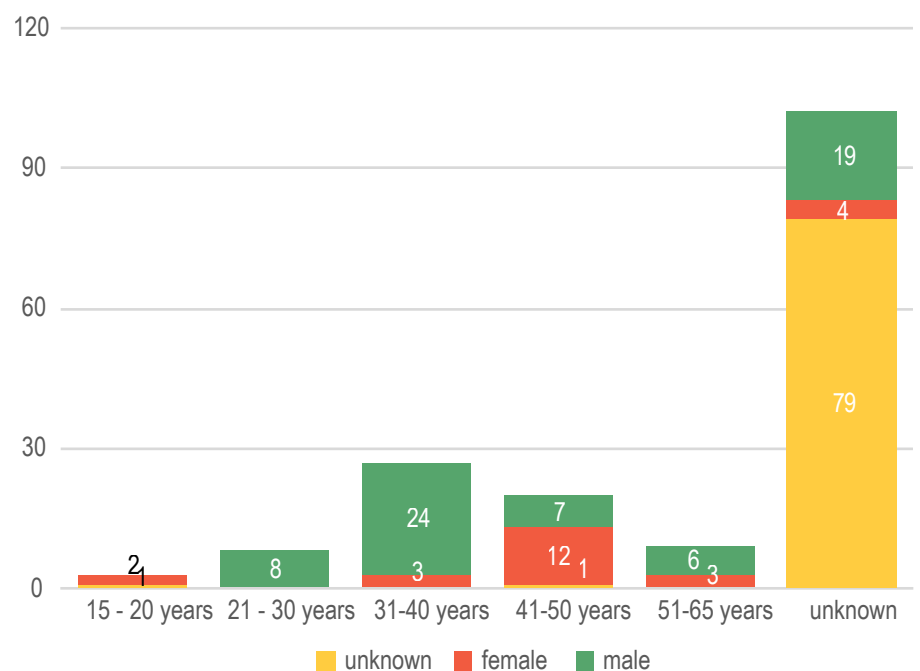
In 2022, 169 reports in the domain of racism, revisionism and discrimination were submitted to the BEE SECURE Stopline. This corresponds to a decrease of 122 reports or 42%, compared to the previous year 2021, which was mainly characterised by the civil unrest, demonstrations and protests in relation with the Corona pandemic.

Out of a total of 169 reports, 97 were categorised as potentially illegal or relevant and forwarded to the Luxembourgish police. Regarding the monthly course, it can be stated that the strongest month, January 2022, was still marked by the pandemic and anti-vaccination campaigns, as well as with calls for hate/violence against the government. From February onwards, the situation normalised. The topics of reported content ranged from racism/discrimination based on religious affiliation, ethnic origin, sexual orientation and anti-government issues to xenophobia. In 73 cases, reports also contained hate speech.

Regarding the demographics of people who created or disseminated racist or discriminatory content online, 64 cases were male (38%), 24 cases were female (14%) and 81 cases were unknown profiles (48%). In about 50% of the cases, the perpetrators thus tried to protect their identity by communicating via fake profiles.

Most of the profiles with age information reported to us are from authors aged 31-50. In general, the public profiles tend to be male.

**N=169** reports (97 of them illegal)



## TERRORISME

In 2022, 58 reports were registered at the BEE SECURE Stopline in the domain of terrorism, a decrease of 24 reports or 41%. The monthly pattern shows high values for January, February, June and September 2022. As mentioned above, the beginning of the year was marked by civil unrest in the country, demonstrations against vaccination and government respectively. The situation calmed down in the course of the year. Thematically, the messages were calls for violence, murder and incitement to hatred. These contents were also mainly spread via fake profiles (age and gender unknown; 37 cases). In 21 of the cases, male persons, especially between 21 and 30 years old (7 cases) or without age (6 cases), spread this content.



In this section, we turn our attention to the following central categories which play a role in all of KJT's services:

- **Psychosocial and mental health**  
(N2022 = 297, N2021 = 367)
- **Suicide, self-harming, addiction**  
(N2022 = 198, N2021 = 192)
- **Problems within the family**  
(N2022 = 254, N2021 = 279)
- **School/ tertiary education/ work**  
(N2022 = 279, N2021 = 254)
- **Abuse and violence**  
(N2022 = 108, N2021 = 92)

It should be noted that these categories are inter-dependent and should not be regarded as being completely separate from one another; for example, a fragile mental state can, in certain circumstances, lead to suicidal thoughts, self-harming behaviour or addiction, and vice versa. In addition, family problems, such as a troubled parent-child

relationship can have an influence of mental well-being. The 2022 national report issued by the Ministry of National Education on the situation of children and young people in Luxembourg (MENJE) has already indicated that the family represents the most important factor as regards life satisfaction for children and young people. In particular, aspects such as intra-family relationships, feelings of security, inclusion and the domestic environment provide insight into the quality of family life.

If these main categories are compared to those of the previous year, the figures in relation to mental health have decreased by around 19%, contrary to those in connection with suicide, self-harming behaviour and drug addiction which increased by approximately 3% in 2022. The question arises as to whether the figures missing in 2022 in relation to "psychosocial and mental health" are now found in the "suicide, self-harming behaviour, addiction" category. If so, that would signify a worsening of symptoms and therefore an increase in disorders. Regardless of this really worrying



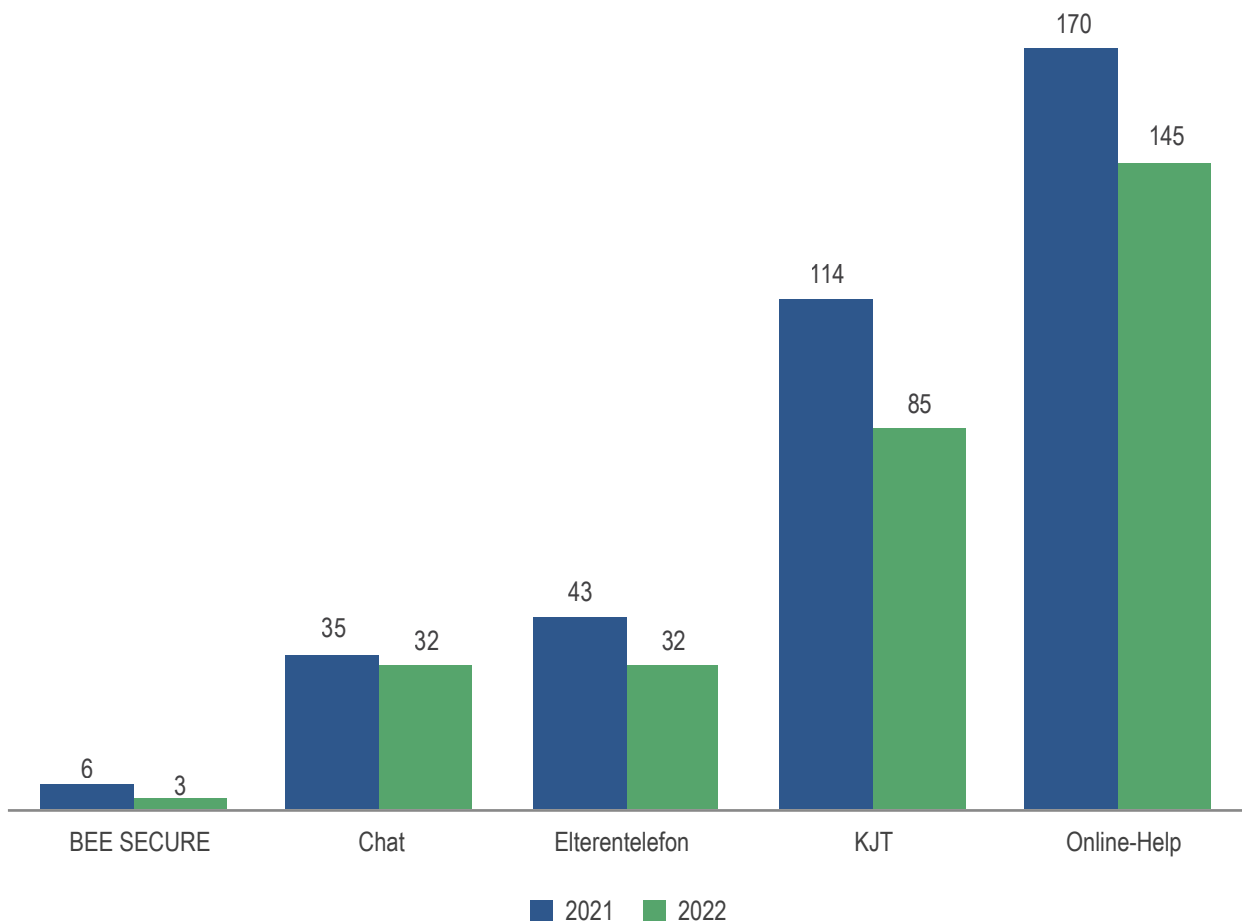
hypothesis, it is clear that psychological disorders are particularly common on the Online Help service. At least 17% of cases dealt with by each KJT service concern psychosocial matters and 11% of cases concern help in relation to suicide, addiction and self-harming behaviour.

As far as we are concerned, no child should be left unheard, meaning that all children should have a voice. This means supporting them as regards all the questions and issues they raise.

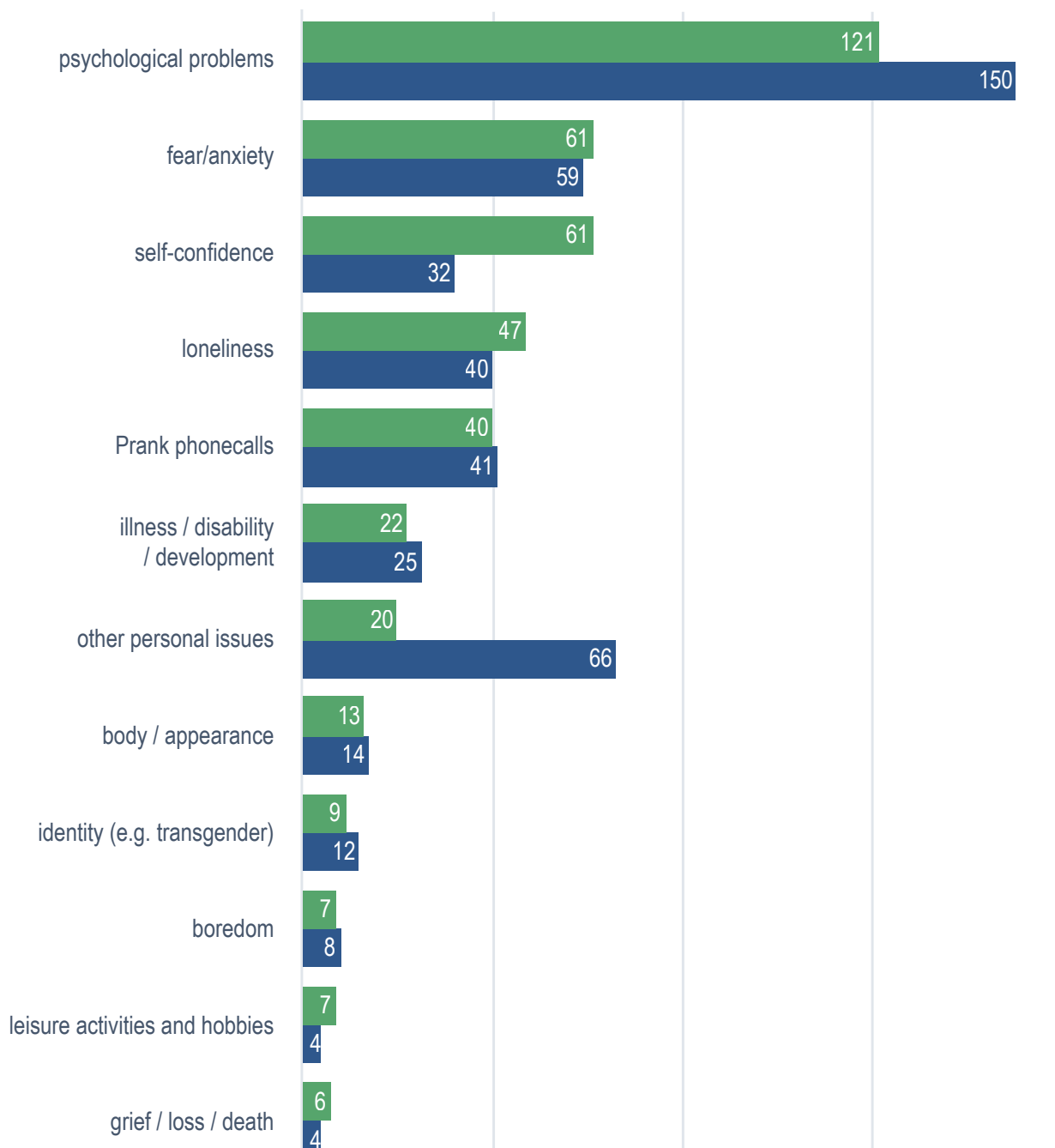
It also means praising their attempts at finding solutions themselves and appreciating the step they have already taken in contacting us. We have to take the issues raised by the children/adolescents and young adults who come to us seriously and continue to educate ourselves and our volunteers.

## PSYCHOSOCIAL AND MENTAL HEALTH

N2022 = 297  
N2021 = 368



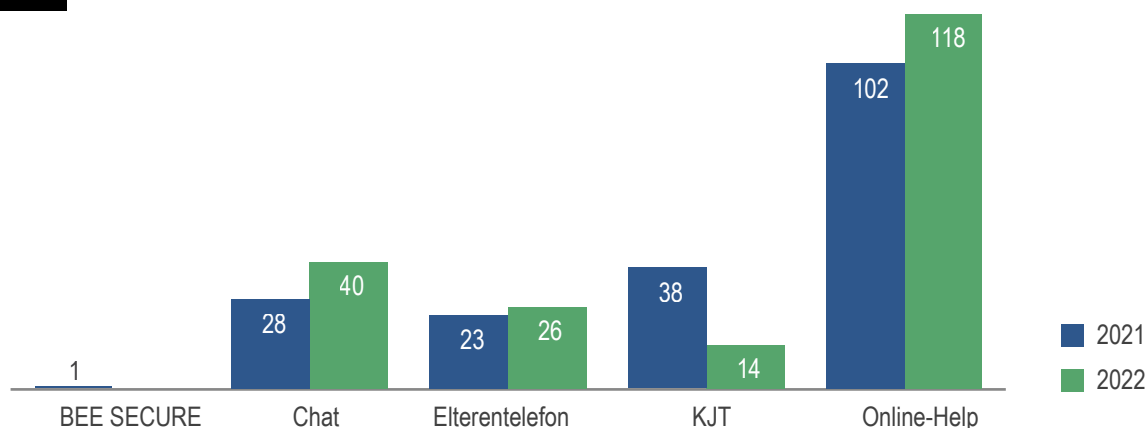
The above block chart shows, as already mentioned, a general decrease in this category. It is, however, interesting to make a comparison between the services: Online Help has been particularly solicited in relation to psychosocial health. If we consider the proportion of this theme compared to all contacts on Online Help, this type of problem was present in around 28% of all cases (Bee Secure: 1,2%; KJT: 27%; Elterentelefon: 22%; Chat: 34%).



Taking a look at the subject-matter within this category, the following picture emerges: in 2022, support was given with regard to **psychological problems** on 29 more occasions (2021/121, 2022/150). Difficulties associated with **self-confidence** doubled (2021/32, 2022/61). Children and adolescents communicated their psychological problems using Online Help (78 references) in particular. Generally, the expressing of **negative emotions** (fear, anxiety: 37 times; self-confidence: 43 times; loneliness: 30 times) seems dominant on Online Help. Looking at the studies carried out in previous years, children and adolescents reiterated that confidentiality, discretion and anonymity were important when contacting support organisations. Communication by means of a message – without the use of gestures, facial expressions or words – represents the most anonymous of KJT services, which has perhaps contributed to children and young people disclosing much more about themselves, and consequently writing about their emotions and deepest needs.

## SUICIDE, SELF-HARMING BEHAVIOUR AND ADDICTION

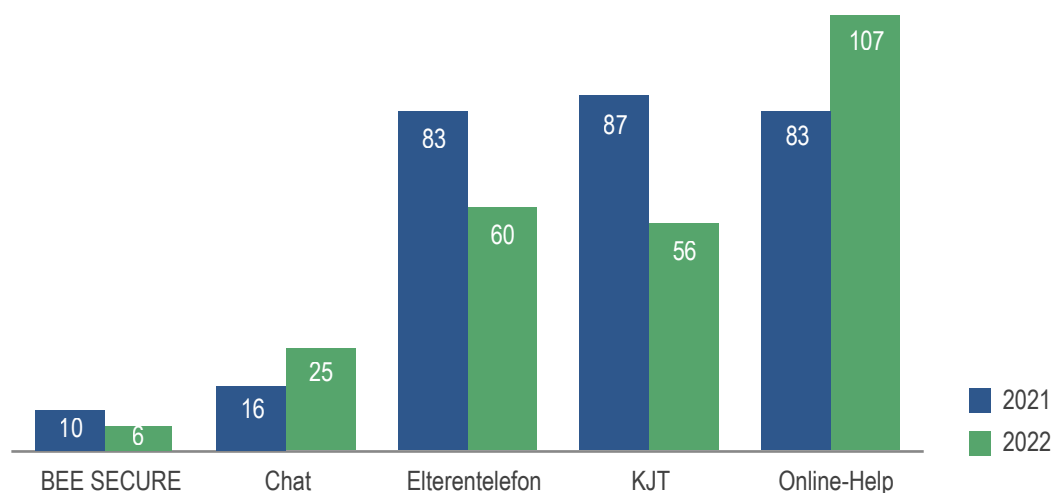
N2022 = 198  
N2021 = 192



On Chat, the topic of "Suicide, self-harming behaviour and addiction" was raised in around 43% of cases. In the context of Online Help, the proportion is approximately 23%. Self-harming was raised by children and adolescents 62 times. They described suicidal thoughts and/or suicide attempts 76 times. Parents manifested worries about suicidal children and adolescents 13 times. In 2022, the telephone was used as a means of help 25 times for "self-harming" issues and "suicidal attempts or thoughts".

## PROBLEMS WITHIN THE FAMILY

N2022 = 254  
N2021 = 279

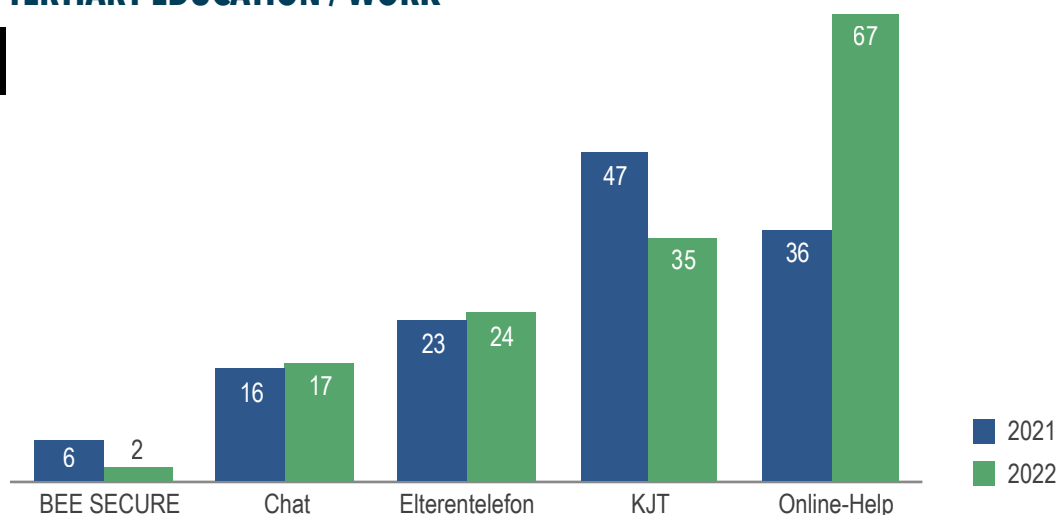


The main subjects for all services were parent-child difficulties as well as lack of means and lack of support. Our volunteers were able to talk openly and objectively about family conflicts. Here, again, an increase in this subject was observed by the Online Help service. It seems that these problems come up more frequently via recurrent online contact than via one-off telephone contact (1 1 6 1 1 1, Elterentelefon, BEE SECURE). It should be noted that the BEE SECURE Helpline offers, first and foremost, contact for questions relating to internet and media security.

## 4.0 NO CHILD SHOULD BE LEFT UNHEARD

### SCHOOL / TERTIARY EDUCATION / WORK

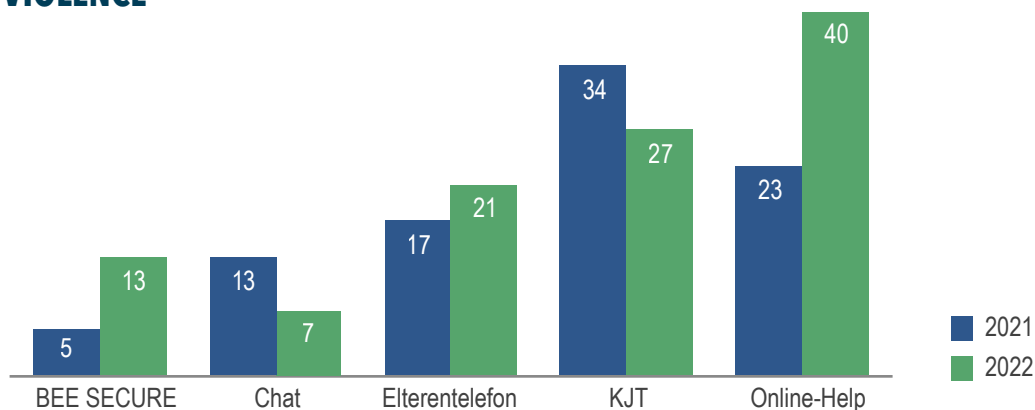
N2022 = 145  
N2021 = 128



Exhaustion and stress, fear of failure, problems with peers at school and harassment remain prevalent themes for children and adolescents, but parents also ask for help and emotional support, in particular via Online Help (86 times) and also via 1 1 6 1 1 1 (34 times), the Parents' Helpline (12 times) and Chat (18 times). In total, an increase was therefore observed in 2022.

### ABUSE AND VIOLENCE

N2022 = 108  
N2021 = 92

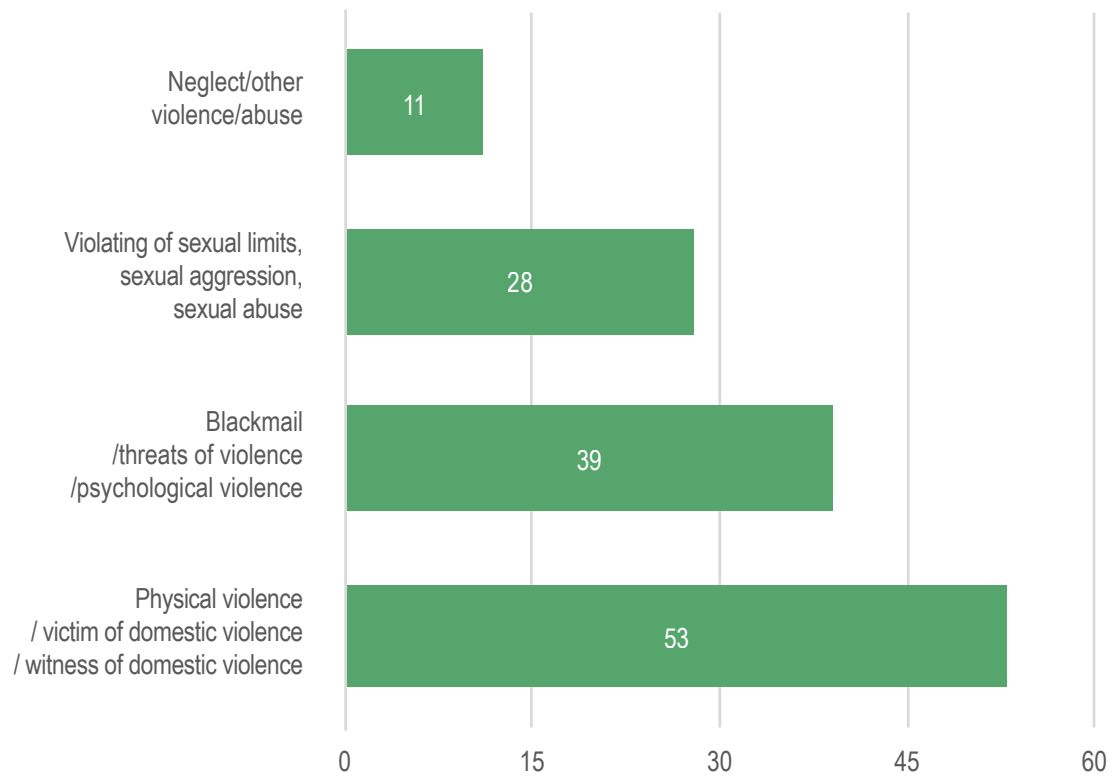


An increase on the subject of "Abuse and violence" was observed across the board. Comparing the proportion of requests in relation to physical, psychological and sexual violence, psychological violence (blackmail, threats of violence, psychological violence) and sexual violence (violating of sexual limits, sexual aggression, sexual abuse) still predominated in 2021. In 2022 however, the proportions move towards an increase in physical violence (physical violence, victims and witnesses of domestic violence), followed by reports of sexual violence.

In 2021, the "Report of the Committee on cooperation between professionals working to fight against violence in 2021" had already registered 1,712 victims of domestic violence, of whom 365 were minors, and this was showing an upward trend. It is therefore particularly important to develop various structures, whether in the school environment or elsewhere, in which children and young people can again feel that they are performing well, can realise and promote their own skills, and, above all, develop self-confidence. In that context we are pleased to encourage, support and partner with the current campaign – "Stop sexual violence towards children" – in Luxembourg primary schools. For more information on this subject see the chapter entitled "7.0 National Network"



2022



## 5.0 KJT'S AMBASSADORS

The ambassadors have been giving KJT a human face since 2014. This primarily takes the form of interactive workshops, but they also visit various events with activity and information stands. By this means KJT aims to reach a maximum number of children and young people to let them know that there is always someone they can turn to with their concerns, problems and questions. Exchanges about KJT services and the basic principles of KJT are confidence-building and facilitate access for children and young people. The ambassador team is made up of 6 volunteers (2021/7). All of them are former counsellors of the 1 1 6 1 1 1 Kanner-Jugendtelefon. If needed, they are supported by professionals from the KJT.

After the 1st semester, the team said goodbye to a valued colleague. She donated her time to KJT for over 20 years and we send her off, with a heartfelt thank you for her commitment, into a well-deserved honorary retirement. On the other hand, the team was happy to welcome 3 interns this year, who supported the ambassador team in its outreach activities.

With a total of 91 outreach events (2021/41), the ambassadors again showed a presence in all regions of the country. It is also clear that, after two years of restrictions due to the pandemic, this KJT activity has been greatly welcomed again and the demand has been very high.

Making up this remarkable number were 70 workshops for school classes (2021/ 23), and 21 (of the 26 planned)

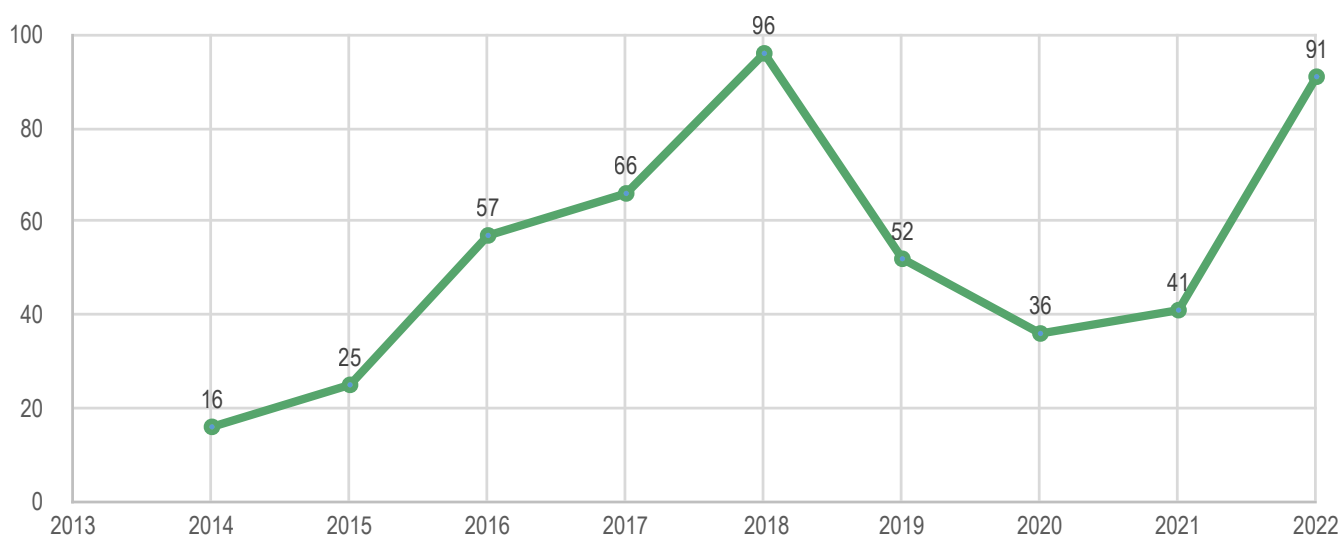


events (2021/8). Excluding professionals and parents, the ambassador team reached at least 1963 children and young people with direct contact (2021/ approx. 782).

There were many requests from associations, services and schools. They all wished to organize something for children and young people and to offer them conviviality, happy moments and help after this difficult time and its consequences. There were, for example, large outreach events in primary schools such as Howald, Steinsel and Gasperich, but also at the Lycée Edward Steichen in Clervaux. Sometimes entire year groups were included on the ambassadors' visit. The ambassadors also spent some valuable, bonding moments with the 7th grade students of the LTL. Here they were asked to participate in the Prevention against Violence Day.

In 2022 we were finally allowed to celebrate together again. First, the ambassadors came together with teenagers and

### DEVELOPMENT OF KJT AMBASSADORS' MISSIONS





professionals in an exuberant atmosphere at the «Food for Thought» festival of the Schëtter Jugendhaus and then the traditional Teenie Party of the Reisdorf Parents' Association was organised again. Another classic event was the Children's Rights Festival in the Bettembourg Fairy Tale Park, organised by the Service des droits de l'enfant of MENJE.

For KJT, visibility among professionals is also very important. Among other things, the ambassadors were invited to a fully booked SNJ event. Within the framework of the national conference on non-formal education, many professionals could be reached as important multipliers.

Through their presence at these events, at least another 1617 people were made aware of KJT's services.

The training «BOD - children have worries too» (see Chapter 10), which was supplemented by the ambassador team's practical experiences, did not take place this year (2021/10). The Maison Relais of Caritas Jeunes et Familles and Croix Rouge, had already adopted BOD in recent years.

Firstly, the training can now be booked by other interested Maison Relais on request and, secondly, there is a follow-up training for those who have already adopted BOD.

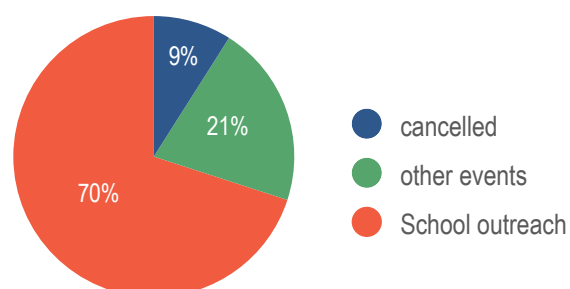
Meeting the ambassadors can be a real door opener to help for some children and young people. It does not therefore matter whether the ambassadors are invited to large-scale outreach events or individual classes. Every single request is important and allows us to reach those for whom our services are available.



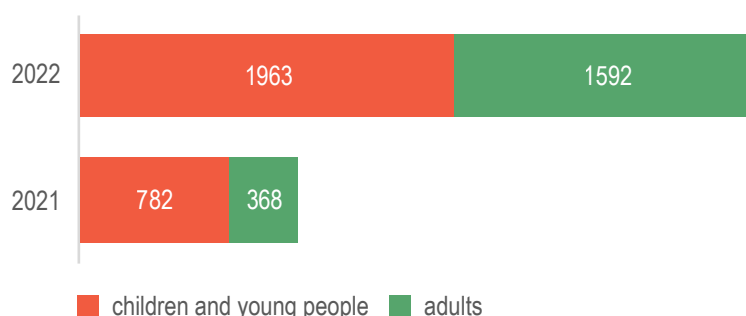
This variety of assignments demands a high degree of availability, flexibility and competence. A big thank you therefore for the commitment of our ambassadors! Without them, our public presence would not be possible in its current form and with this frequency.



## OPERATIONS AMBASSADOR



## MINIMUM NUMBER OF PEOPLE REACHED





### KJT is present with all its services on Facebook, Instagram, YouTube and Website.

On current topics, the KJT regularly publishes specific posts with tips for different target groups, such as «How to talk about war with children» (March 2022).



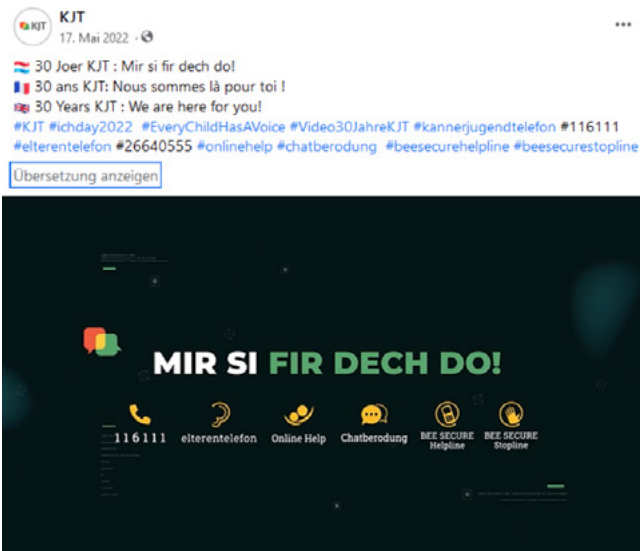
Video on facebook: [BEE SECURE op ee Bléck](#)



Video on facebook by Avelino, Valza, Elodie et Cathleen de la 1TPCM1 du LTB sur le sujet du cyberharcèlement : [Mir freeën eis dëse ganz neien a flotte Video zum Thema Cybermobbing mat iech deelen ze kënnen. De Video gouf realiséiert mat grousem](#)



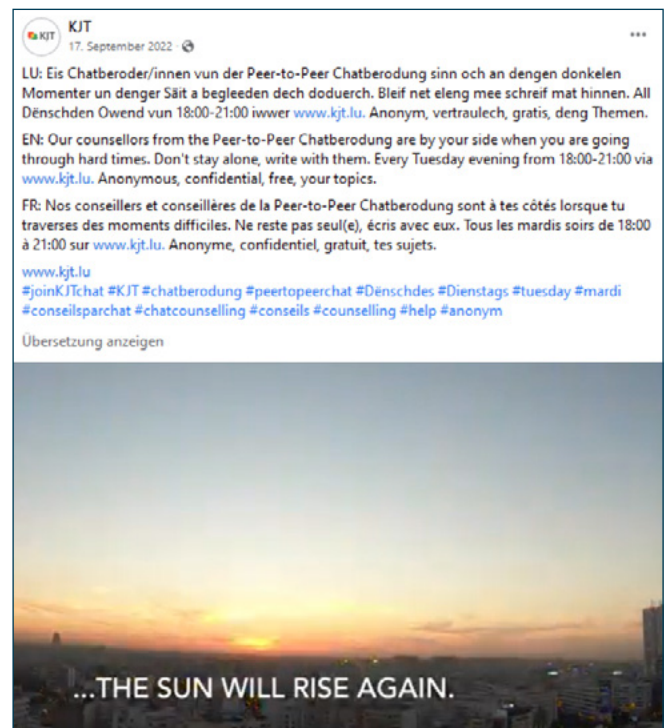
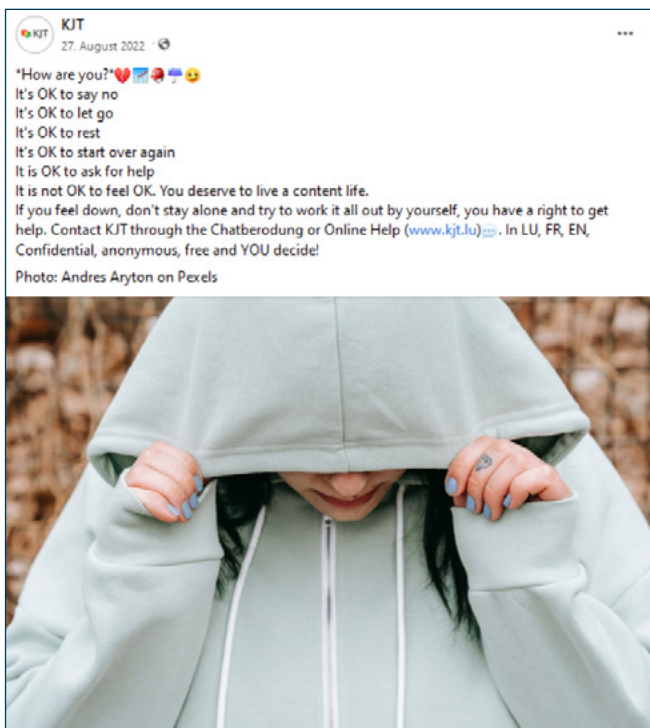




Video: [30 Jahre KJT: Wir sind für dich da!](#)



Video: [Chatberodung: Peer-To-Peer Beratung](#)



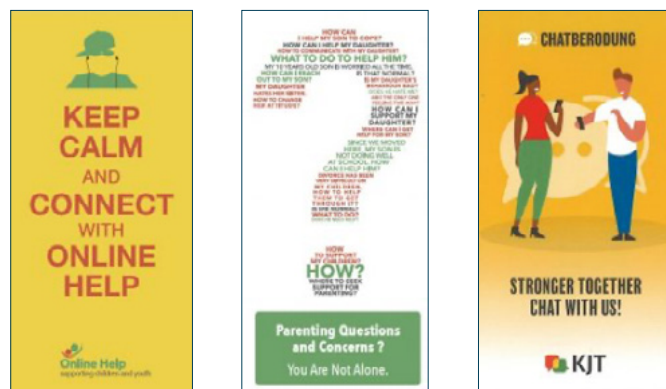
## 6.0 PUBLIC AWARENESS



### Podcast on Spotify : Episod30-KJT(Kanner-Jugendtelefon)

Material dispatch: We are happy to receive requests for material. What is available can be found on our website: <https://www.kjt.lu/en/kjt-promotional-material/>

### Flyer



### Posters



### Rulers

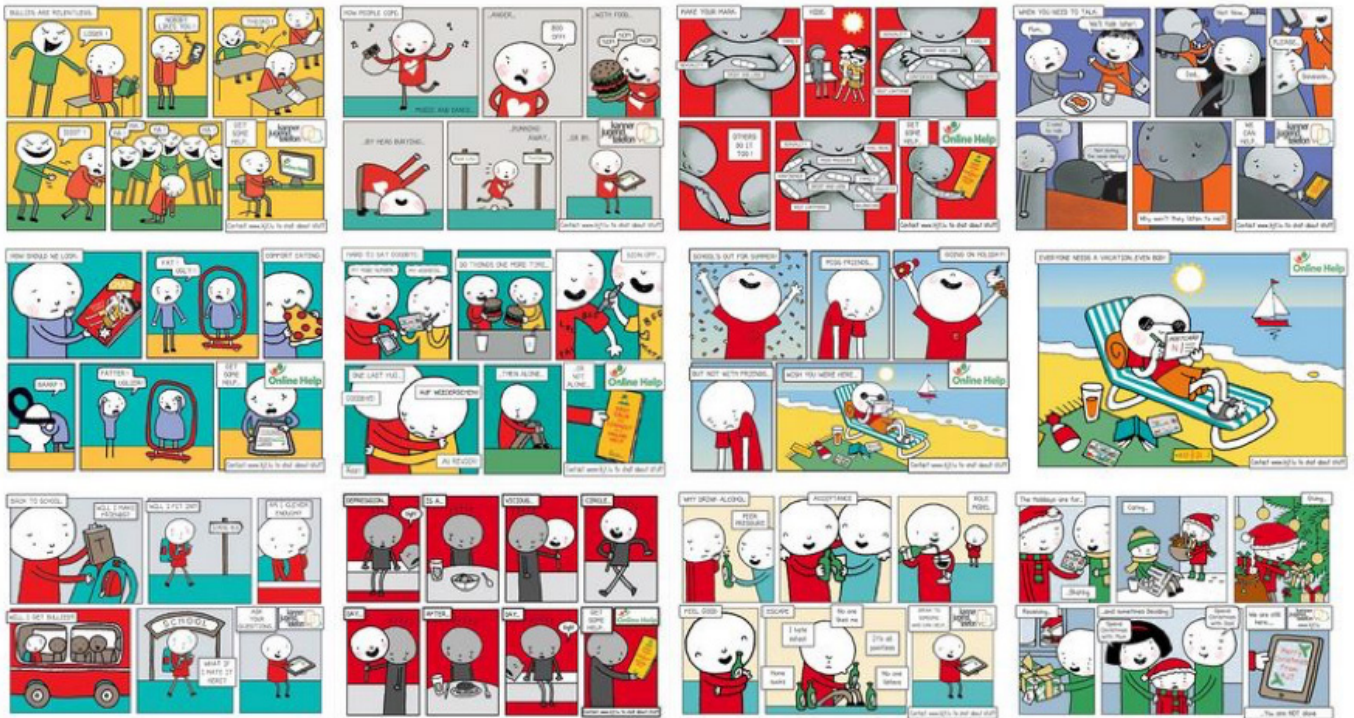


### Other





## BOD-post cards:



## Publication of technical articles and interviews in the press (in German, Luxembourgish and English)

- ▶ **26.10.2022** - rtl.lu  
[Nei Sensibiliséierungscampagne: „Jo zu denger Meenung. Nee zum Haass!“](#)
- ▶ **20.10.2022** - LW  
[Nee ass nee a faerdeg](#)
- ▶ **03.10.2022** - rtl.lu  
[Hatespeech – Schutzlos géint digital Gewalt?](#)
- ▶ **22.08.2022** - rtl.lu  
[Verméisthemeldungen – Deel 2: Wéi kann ee Jonken an der Kris hëllef an Problemer präventiv behandelen?](#)
- ▶ **22.08.2022** - delano  
[Talking through tough times with youngsters](#)
- ▶ **29.06.2022** - rtl.lu  
[KJT – Virtrag & Workshop „Konstruktiv mat Schimmt ëmgoen“](#)
- ▶ **27.06.2022** - revue  
[Nicht mehr wegzudenken](#)
- ▶ **16.06.2022** - LW  
[Engagéiert fir hir Matmënschen](#)
- ▶ **15.06.2022** - LW  
[Hören Sie ihren Kindern zu!](#)
- ▶ **28./29.05.2022** - LW  
[Missbrauch und Gewalt bereiten Sorgen](#)
- ▶ **17.05.2022** - rtl.lu  
[Haut ass den internationalen Child Helpline Dag](#)
- ▶ **17.05.2022** - rtl.lu  
[30 Joer Kanner-Jugendtelefon](#)
- ▶ **21.04.2022** - Télécran  
[Mobbing trifft ins Herz](#)
- ▶ **08.04.2022** - wort.lu  
[Polizei stellt Kinderpornografie bei Facebook-Hetzer sicher](#)
- ▶ **17.02.2022** - Télécran  
[Hate Speech im Netz – Strafbares Klicken](#)
- ▶ **10.01.2022** - rtl.lu  
[Mentale Gesundheit in der Pandemie](#)

► 17.05.2022 - RTL

[www.rtl.lu/radio/feature/s/3964713.html](http://www.rtl.lu/radio/feature/s/3964713.html)

**RTL** Télé Radio Today.lu

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**FEATURE**

## 30 Joer Kanner- Jugendtelefon

RTL | Update: 17.05.2022 08:32

© kjt.lu

De Kanner-Jugendtelefon 116111 ass déi national Helpline fir Kanner a Jugendlecher net nëmmen hei zu Lëtzebuerg, ma och vun der internationaler Child-Helpline vum Verband. Child Helpline international vertritt 173 Leitungen aus 142 Länner. Wéi de KJT funktionéiert, an och am Laf vun deene leschte Jore gewuess ass, dat huet d'Directrice Barbara Gorges Wagner dem Michèle Schons am Gespräch verroden:

Play

► 22.08.2022 - DELANO

[delano.lu/article/talking-through-tough-times-wi](http://delano.lu/article/talking-through-tough-times-wi)

**DELANO**  
LUXEMBOURG'S FINANCIAL COMMUNITY

CHILD CARE AND FAMILY

## Talking through tough times with youngsters

Written by Natalie A. Gerhardtstein  
Published on 20.08.2022

Psychologist Aline Hartz, pictured here at the KJT offices in Itzig/Matic Zorman/Maison Moderne

**Youth hotline Kanner-Jugendtelefon (KJT) psychologist Aline Hartz shares tips on speaking with kids when they're going through difficult circumstances.**

► 03.10.2022 - RTL

[www.rtl.lu/news/national/a/1972162.html?x\\_preview=1](http://www.rtl.lu/news/national/a/1972162.html?x_preview=1)

**RTL** Télé Radio Sichen Aloggen

Home > News > National > Gemengewelen > International > Panorama > Tech-World > Meinung > Fa

**SPONSORED CONTENT**

## Hatespeech - Schutzlos géint digital Gewalt?

Bee Secure | Update: 03.10.2022 00:00

Sträit a Feindsäilegkeeten ginn et net érischt säit et Internet gëtt. Do wou Mënsche sech begéinen treffen och verschidde Meenungen openeen an Diskussiounen ginn ugeregelt. All Mënsch huet d'Recht seng Meenung fräi an ongefälscht ze äusseren. Mee et ginn awer och Grenzen.

And here are some examples of other interventions and events





► 07.05.2022 Darkness Into Light





## ► 01.07.2022 KJT celebrates 30 years

The Minister Ms. Corinne Cahen, on behalf of Minister Mr. Claude Meisch, together with Ms. Carina Gonçalves, director of Caritas Jeunes et Familles, delivered birthday greetings to KJT and did so in the context of a very interesting lecture by Dr. Stephan Marks about an extremely intense but often unnamed and taboo emotion: «Shame: the guardian of human dignity, how to deal with it constructively». Following on from this lecture, there was also a very interesting and interactive workshop with Dr Stephan Marks.

<h3>Kanner-Rechts-Fest 2022</h3> <p>25. September 2022 @ 9:30 - 17:00 Parc Merveilleux de Bettendorf</p>  <p>Im Parc Merveilleux in Bettendorf findet am 25. September ein Kanner-Rechts-Fest statt. Das KJT ist mit einem Stand dort vertreten.</p> <p><a href="#">Erfahren Sie mehr »</a></p>	<h3>Table Ronde „Sexueller Missbrauch“</h3> <p>11. Oktober 2022 @ 18:00 - 20:00 Erwachsenbildung, 3. av. Marie Thérèse, Luxembourg, Gängle Kater anstalten</p>  <p>Das KJT ist vertreten beim öffentlichen Table Ronde zum Thema "Sexueller Missbrauch" Leitfaden der Diskussion Wie erkenne ich, dass...</p> <p><a href="#">Erfahren Sie mehr »</a></p>
<h3>Doku Debates for Parents: Mobbing in der Schule</h3> <p>6. Oktober 2022 @ 19:30 - 21:00</p>  <p>Online wird zum Film Mobbing- ich ging durch die Hölle, Mediathek der ARD, 2022 mit Experten über das Thema diskutiert....</p> <p><a href="#">Erfahren Sie mehr »</a></p>	<h3>Vortrag zum Thema „Suizidalität bei Kindern und Jugendlichen“</h3> <p>10. Oktober 2022 @ 18:00 - 20:00 Größe Bundesstraße, Raum 2, 2. etage Nicolas Krieger, 1010, 1010 Google Karte anzeigen</p>  <p>Das KJT ist mit einem Informationsstand bei dieser Veranstaltung vertreten.</p> <p><a href="#">Erfahren Sie mehr »</a></p>



## ► 20.11.2022 International Children's rights Day



## ► Missions of the ambassadors



## 7.0 COLLABORATION AT NATIONAL LEVEL

In 2022 collaboration at national level was again highlighted and regular exchanges continued to take place or specific projects were undertaken with the following organisations:

- ▶ KJT platform (CJF, Kannerschlass, Red Cross, Ligue Médico Sociale, MENJE)
- ▶ BEE TEAM (BEE SECURE)
- ▶ Guiding committee (BEE SECURE)
- ▶ Collaborative meetings within the framework of the Stopline BEE SECURE with the police, KJT and SNJ.
- ▶ Advisory Committee (BEE SECURE)
- ▶ Ecpat/KJT
- ▶ SOS Distress/KJT
- ▶ AG BOD
- ▶ Uni.lu
- ▶ Flgym
- ▶ Platform against violence (Cesas)
- ▶ Icarus - KanEl Center (ReseauPsy)
- ▶ Jugendrot
- ▶ Eltereforum
- ▶ Interprofessional exchange group for divorce/separations TAF/JAF
- ▶ Respekt.lu/KJT
- ▶ Trio of experts (BEE SECURE, Luxembourg Police Crime Prevention, KJT)

Below we present three of our collaborative projects:

### 1. Collaboration with the "Luxembourg Gymnastics Federation" (Flgym, Fédération Luxembourgeoise de Gymnastique)

In 2021, a collaborative project was launched with 'Flgym' as part of a "safeguarding strategy" for young gymnasts. Young gymnasts have to be encouraged to contact 1 1 6 1 1 1 anonymously and confidentially. With this objective in mind, numerous informative documents were also made available in the training areas of the various clubs.

Our Ambassadors were present at various gymnastics events and, as a potential contact point, ran information stands to raise awareness among gymnasts, spreading the following message: "Däi Kierper gehéiert dir" ("Your body is yours").

In 2023, it is also planned to develop further training for trainers of children and young people, and those accompanying them, with the aim of educating them about sexual abuse in the context of sports, of sensitizing them so that they can recognise the signs pointing to sexual abuse of children and also informing them about support structures and the primary measures to be taken.

### 2. Kick-Off: Stop Sexual Abuse against Children

Since 2022, KJT has been a partner of the campaign: "STOP! No sexual violence against children" with Cesas (Christa Brömmel, Viviane Lima), Alupse Dialogue (Danielle Schleich, Diana Alves), Protection de la Jeunesse du Parquet (David Lentz) and the MENJE Children's Rights Department (Marguerite Krier, Fabienne Abens).

In order to prevent and protect children against sexual violence, the booklet "STOP - No sexual violence against children!" has been adapted/translated, for pupils of primary school cycle 3, and was distributed at the start of the 2022 school year. There are three stories dealing with sexual violence, in the family, on the internet and during extra-curricular (leisure) activities. For each scenario, strategies for action are presented, as well as suggestions to help the victims. The topics should first be introduced in class before being read by the children themselves or with their parents. Thanks to this tool, teachers can tackle a taboo subject and make concrete plans of action.

The information and awareness sessions aim to prepare teachers, reassure them and support them in preparing for intervention in their class, but also in launching the reporting procedure in the event of suspicion or disclosure. More than 200 teachers were given this training. Other such events are also scheduled to be launched in 2023 (Ifen).

The objective of these events is above all to prepare teachers to intervene and give support and to encourage them in their role as trustworthy people for their students. The program basically imparts knowledge (about sexual abuse, terminology, reporting procedures, knowledge of the support network that can help both professionals and victims) as well as know-how (how to create a climate of safety in class in order to approach the subject of sexual violence free of any taboo, how to react to a disclosure, how to set up a reporting



procedure, what are the support networks for professionals and victims)..

### 3. The KanEl Center - "Icarus area" ("Espace Icare")

Collaboration with the KanEl Center of ReseauPsy (Psychesch Hëllef Dobaussen) was established in 2022. The KanEl Center is a help, therapy and counseling centre for families with one or both parents suffering from a mental disability. At "Icare", the emphasis is on children and young people who live with a parent (or both parents), or a brother or sister, suffering from mental disorders. The KanEl - Icare Center is partnering with a European association which offers a common online platform for information, support and exchange for the children and young people concerned. The objective of this platform is to give the children and young people affected the feeling of not being alone and to promote the exchange of knowledge. Children and teenagers can chat with professionals through this platform. In addition, these children and young people are encouraged to get together with other young people in exchange groups (from Brussels, Geneva, Paris or Luxembourg) or to seek support from the related counseling services.

bayard

Originaltitel : Stop aux violences sexuelles faites aux enfants



Since 'Chat' was a new medium for that institution, we organized a first exchange meeting aimed at sharing experiences, followed by a training workshop on Chat/Online Help, organized by KJT for the KanEl Center. This collaboration is ongoing: for example in 2023 the KanEl Center will be invited to an evening program focused on introducing volunteers to these new services and guiding people seeking advice towards KJT if required.

## International collaborations: Strong together for children and young people

KJT is internationally integrated with its services. This requires active participation in meetings, as well as cooperation and training during international meetings (in person or online).



CHI is a global network that supports the development and work of national helplines for children and young people and contributes to their quality assurance. CHI's work is based on the principle of the UN Convention on the Rights of the Child, which emphasises children's rights to privacy and protection from violations.

KJT has participated in the following meetings:

- ▶ 03.06.2022 - Extraordinary Meeting of Europe Region: Ongoing and potential actions in response to Ukraine crisis, Infrastructure 116111.Parlament
- 
- ▶ 14.06.2022 - Together to #ENDviolence, Webinar
  - ▶ 28.-29.09.2022 - "10th International Consultation of Child Helplines", Stockholm (not participated due to lack of human resources due to staff changes)



Insafe is a European network of national organisations that aim to promote awareness of safe and responsible internet use among children and young people.

[www.betterinternetforkids.eu](http://www.betterinternetforkids.eu)

- ▶ 14.01.2022 - EU Trusted Program Facebook, Meta
- ▶ 22.02.2022 - Hatespeech Code of Conduct, EC
- ▶ 21.03.2022 - TikTok Strengthening Privacy for youth on TikTok
- ▶ 22.03.2022 - Data Collection Webinar, Better Internet for Kids
- ▶ 01.04.2022 - TikTok Community Guidelines and Safety Updates
- ▶ 15.06.2022 - Insafe Trainer Meeting
- ▶ 06.07.2022 - Exchange with Marokko Helpline/ Hotline
- ▶ 25.10.2022 - Bruxelles Networking Opportunity EU Parlament
- ▶ 26.10.2022 - Insafe Trainer Meeting
- ▶ 27.10.2022 - Safer Internet Forum
- ▶ 25.20.2022 - CORE Training / Helpline Categories



INTERNATIONAL ASSOCIATION OF INTERNET HOTLINES  
**INHOPE**

The internet has no national borders. For an effective work of complaint centres in the fight against online sexual abuse of children, it is therefore important to be networked worldwide. In the network, which now comprises 47 hotlines from more than 43 countries, the so-called hotlines can pass on reports about content hosted domestically to the respective INHOPE partner responsible. This allows the reports to be followed up in the respective country of origin and the material to be removed as quickly as possible.

- ▶ 14.01.2022 - AI and Machine Learning for Helplines
- ▶ 27.01.2022 - Inhope Analyst Q&A-Session
- ▶ 10.02.2022 - INHOPE Focus Group - Grooming & Proactive Victim Protection
- ▶ 30.03.2022 - Live streamed abuse of Minors
- ▶ 31.03.2022 - Cybergrooming
- ▶ 05.04.2022 - Live streamed abuse of minors
- ▶ 07.04.2022 - Project DRAGON-S: Developing research-evidenced technology to support practitioners' efforts at preventing online child sexual grooming
- ▶ 20.04.2022 - Transactional Sexting and self-generated content
- ▶ 23.05.2022 - ECO Hotline Exchange Meeting im Rahmen von INHOPE (KJT/ECO)
- ▶ 03.06.2022 - DeepDive INHOPE Annual Report
- ▶ 29.06.2022 - Inhope Hotline Training / BIK+ Strategy and EC Centre
- ▶ 20.09.2022 - Inhope Summit in Washington (Online)
- ▶ 14.11.2022 - Core Training Lissabon
- ▶ 16.-18.11.2022 - Annual General Meeting, Lissabon
- ▶ 18.10.2022 - CORE Assessment Training bei Interpol



The training and further education of volunteers is a core task of KJT. This is how we ensure the quality of counselling. The volunteers, who are confronted with a wide variety of problems, are prepared for their counselling work and gain confidence in counselling. By deciding to work for the KJT, they have embarked on a path of lifelong learning. Supervision, training and further education are obligatory.

### Training events 2022 (in Luxembourgish, German and English):

- ▶ Handwerkszeug für Elternberater-innen  
Speakers: Maria Klima-Hahn and Barbara Gorges-Wagner
- ▶ 9.02.2022 - Theme night: Solina stellt sich vor  
Speaker: Michèle Kridel
- ▶ 11.-12.03.2022 - Konflikte verstehen und damit umgehen lernen. Wie kann ich meine Erfahrungen für die Beratung fruchtbar machen?  
Speaker: Barbara Gorges-Wagner
- ▶ 27.04.2022 - Theme night: Wir besuchen Planning Familial, Speakers: Sandra Michely and Cathy Reuter
- ▶ 29.-30.04.2022 - First Aid for Mental Health + 03.05.2022 - Speakers: "Centre de Prévention et d'Information" and Aline Hartz (cancelled)
- ▶ 13.-14.05.2022 - Reden ist Silber, schreiben ist Gold – Sprachbilder und Metaphern in der Online-Beratung (Training in cooperation with SOS-Détresse)  
Speakers: Enrico Strathausen; Psycholinguist (M.A), Online-Berater (DGOB), systemischer Familienberater, Lehrbeauftragter at the University of Giessen and Barbara Gorges-Wagner
- ▶ 18.05.2022 - Theme night: FEMMES EN DÉTRESSE presentation  
Speakers: Olga Strasser und Barbara Gorges-Wagner
- ▶ 17.-18.06.2022 - Best Practice - Wir üben anhand von konkreten Fällen  
Speakers: Aline Hartz and Igor Loran
- ▶ 01.-02.07.2022 - Scham, die Wächterin der Menschenwürde, wie damit konstruktiv umgehen  
Speaker: Dr. Stephan Marks (Sozialwissenschaftler, supervisor and author)
- ▶ 23.-24.09.2022 - Kreative imaginative Techniken in der Beratung von Kindern und Jugendlichen  
Speaker: Josef Zimmermann (Diplom-Psychologe, Psychotherapeut, Supervisor, Leitung einer Erziehungs- und Familienberatungsstelle in Cologne)
- ▶ 11.10.2022 - Theme night: Protection of Minors and Juvenile Criminal Law in Luxembourg  
Speaker: Gertie van der Stricht
- ▶ 21.-23.10.2022 - Warum der große Zirkuselefant nicht einfach wegläuft?  
Speakers: Barbara Gorges Wagner and Aline Hartz
- ▶ 07.12.2022 - Theme night: Dufter Tage statt trübe Tage: mit ätherischen Ölen durch die dunkle Jahreszeit – ein Schnupperkurs für die Seele  
Speaker: Cathy Reuter

### Basic training

#### 1 1 6 1 1 1

In 2022 we launched a new training group to strengthen the counselling team on the 1 1 6 1 1 1 Kanner-Jugendtelefon.

### Chatberodung

Introduction to Chat counselling: In spring as well as winter 2022, a total of 9 new Chat counsellors were trained for the service "Chatberodung".





### **Journée pédagogique LMA: Lecture on "Cyberbullying" (7.11.22 from 10h45-12h00 & 15h45-17h00)**

After the lecture by Nancy Holtgen on the topic of bullying, the KJT gave an interactive presentation on cyberbullying to the approximately 220 teachers of the LMA who were present. The following contents were addressed:

What is specific about cyberbullying? Why is it so difficult to get support?

Where and in what forms does cyberbullying occur? Laws also apply online - which laws from the Code pénal apply/are broken?

What are the specific possibilities for taking action available to the person affected and their entourage? Using examples from the counselling practice of the BEE SECURE Helpline, the 1 1 6 1 1 1 Kanner-Jugendtelefon or the Online Help of KJT, we addressed these questions, but also those of teaching staff.

### **"Sexual Violence on the Internet" as part of the training "Adolescent.e.s auteur.e.s de violences sexuelles organised by Cesas (22.11.22)**

What is sexual violence on the internet and what forms of sexual violence online exist? Where and how often does one encounter sexual violence on the internet? How do young people become perpetrators? These were the questions addressed in this part of the training course.

Other speakers such as Jan Kossack from the Erziehungs- a Familljeberodung provided information about the psycho-emotional and sexual development of children and adolescents who commit violence (psychopathology, assessment and treatment), as well as therapeutic work with young people who are sexually transgressive. Simone Flammang, Premier avocat général du Parquet général du Grand-Duché du Luxembourg, gave information on the legal framework: "Le cadre légal : les infractions en matière sexuelle et le traitement judiciaire des mineur.e.s-auteur.e.s."

### **Kick-Off : Stop sexual violence against children**

This great cooperative project has already been presented in more detail in the chapter "National Networking". Cycle 3 primary school teachers were able to take part in the launch event: "STOP! No sexual violence against children" on 18th October (face-to-face event in Ifen) and on 20th October (online event). The interest was great, a total of 200 teachers participated. Besides the contributions of Cesas (Christa Brömmel, Viviane Lima), Service des Droits de l'Enfant MENJE (Marguerite Krier, Fabienne Abens), Alupse Dialogue (Danielle Schleich, Diana Alves) and Protection de la Jeunesse du Parquet (David Lentz), the kick-off ended with a round table discussion where all experts answered the teachers' questions.

### **Sexual Representations on the Net**

Our training course "Sexual Representations on the Net" was launched in 2021 and focuses on (hyper-)sexualised representations and sexualised transgressions on the net. How and why do young people come into contact with sexual representations on the net? In addition to the legal situation in Luxembourg, possible risks and dangers in connection with sexual depictions on the net are also highlighted. The participants reflect on their own experiences in this context. They are supported in their ability to be a confidant and support for the young people. This training will still be offered by Ifen and Inter-Actions within the framework of BEE SECURE. In addition, we offered the training twice: on 27.10. within the framework of the Journée pédagogique at the Lycée Nic Biver, and on 02.05. within the framework of the "Journée de la santé affective et sexuelle" for Cesas.

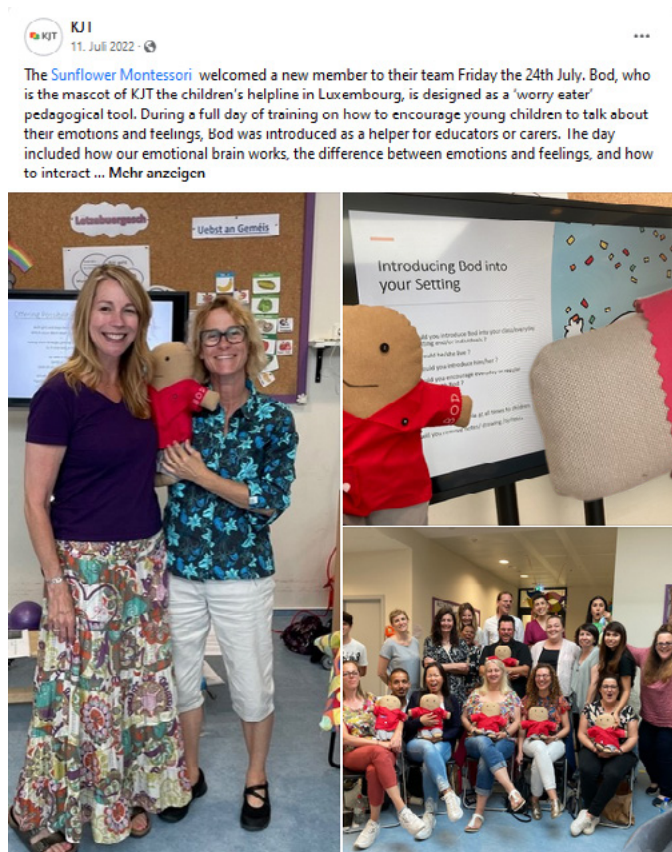
## Other

On the occasion of the Respekt.lu conference on the topic: "IS THIS STILL HEALTHY? Radicalisation and mental health", we were present with a workshop on 23.11.2022 as well as on 24.11.2022, together with Judith Reicherzer, coordinator for media education at the Lycée Aline Mayrisch. Our workshop was entitled: **"Social media, mental health and radicalisation of young people"**. We looked at the question of how the use of (social) media can become a protective or risk factor for the mental health of young people and whether there is a connection between the influence of (social) media on mental health and tendencies towards the radicalisation of young people. How do radical groups use Web 2.0 for targeted recruitment and radicalisation?

11.10.22 **Roundtable discussion on sexual abuse** organised by Erwuessebildung with Ana Pinto (la voix des survivantes), Charel Schmit (Ombudsman fir d'Rechter vum Kand), Danièle Maraïte (Planning Familial), Aline Hartz (KJT), moderator Nora Schleich.

**The training "Children have worries too:** How to talk to children about worries and fears" was offered by Caritas and Croix-Rouge. Educators learn how to talk to children about their feelings with the help of BOD. Our ambassadors support these training sessions with information on how BOD works. Speakers are: Ingrid Sauer and Astrid Wirth. In addition, this year for the first time at Sunflower Montessori this training was offered in English. Speaker: Lynn Frank.

On 14.11.22 a first **"BOD Follow-Up"** training took place with educators from Croix-Rouge who already work with BOD. The aim was to reflect on, supervise and have an exchange on the implementation of the contents of the training.



Our volunteer counsellors are the heart of the KJT. Without them, the many counselling sessions would not be possible. They give their time to young people and parents, they listen, support them, carry them through times of crisis; they encourage, orientate, look for ideas and solutions. In addition to the regular shifts on 1 1 6 1 1 1, on the Elterentelefon (Parents' Helpline) or in counselling sessions on Online Help or Chatberodung (Chat), they take part in monthly supervision and regular further training. And all this, with absolute discretion. They maintain anonymity, so many words of gratitude and appreciation never reach them. And yet they are there, shift after shift, request after request, training after training. To highlight their work, we are taking a look at them this year. We asked them about their personal motivation. Here are their answers:

"The pandemic has intensified many problems: insecurity, fear, loneliness, the feeling of not being understood... That's why listening and giving support has become even more central as compared with my previous 27 years of service at KJT."

"Not everyone has a friend to talk to about personal things, but sometimes we all need a shoulder to lean on. Our Chatberodung is there for just that, we are like friends - always there for you."

"I started at KJT in 1998 and moved to the Elterentelefon in 2007. What keeps me there? The appreciation of and familiarity with the team."

"Why be a volunteer at KJT? In my free time I want to lend young people a sympathetic ear because I have noticed that they often lack that."

"You're on your mobile phone right now but don't have anyone to text with or open up to? It warms my heart to be able to offer children and young people who need someone to confide in while remaining anonymous, and maybe don't like talking on the phone, a way to be able to open up to a peer. I know what it's like to have no one to talk to about things! That is the reason why I am involved in Chatberodung."



"Children are the weakest link in our society and therefore need the most attention and support. They must one day become self-confident adults, people with both feet on the ground. That is why I decided 15 years ago to support the KJT team, so that they have more time for their basic work in the service of the Kanner-Jugendtelefon (KJT)."

"My motivation: because it is an honour to be useful when I offer my knowledge and experience. Satisfaction when I can help someone else and a good feeling when the other person feels better as a result. Listening to young people, in a context where they can remain anonymous, about issues on which they can talk with us"

"Motivation - To give something back to society, especially to children and young people. To be able to help. How have I experienced the young people? Many are struggling with fears about the future, high expectations and little understanding from adults. It does them good to find an attentive listener and to be appreciated without being judged."

"It makes me happy, fills me with joy and gratitude when I can help young people to build a better life."

"When I didn't want to burden my parents with my thoughts and disappoint them, I never knew where to express my thoughts and feelings. As a Chat counsellor, I can provide space for that!"

"I have seen young people with many ideas. "How can I see my friend despite quarantine?" Through Snapchat, video calls, video games. I commend them, it was not an easy time. Other than that, I hope that they will experience life the way they want to, that they will have a protective hand over them and, if in doubt, that they will call the KJT."

"I became a Chat counsellor at KJT to enable anyone to be listened to without the fear of not being believed or disappointing someone else."

"The feeling of being alone and not wanting to say anything to anyone else made me insanely sad. If you feel the same way, as a Chat counsellor I can lend you an attentive ear!"



Our goal will continue to be to increase the well-being of children, adolescents and young adults, as well as to highlight the basic needs of children and adolescents and call for them to be met. The KJT bundles together its competences, time and forces and is thus a supporting pillar in the field of prevention and acute crisis intervention. This year again, and in the years to come, we will continue to do everything in our power to bring the various services closer to children and young people in order to offer them a safe place.

Our Online Help and Chatberodung, are very popular and that is why it is also important to strengthen both the Luxembourgish and English-speaking counselling teams. A training course for counsellors who wish to switch from the telephone service to Online Help is already planned, as well as a training course for English-speaking counsellors on Online Help. Both training courses will start in 2023.

We are pleased to have obtained an additional half post for the Chatberodung. This will enable us to give regular training, to intensify our public relations work and, above all, to support the Chat counsellors well. That will include the following areas: supervision, coordination of Chat shifts, coaching during Chat sessions for professional support as well as support packages for Chat counsellors.

The work with the young Chat counsellors is enormously enriching. They support us with tips for public relations work and ideas that we can implement within the KJT. This also benefits our other well-established services and has prompted us to set up a youth committee, which is on our agenda for implementation.

With the pandemic, the number of our telephone counsellors decreased slightly. In order to be able to continue to guarantee shifts, we are going to provide targeted and regular training here as well, to enable us to be there for every single person seeking advice. The current training group, which started in 2022, is expected to strengthen the number of active volunteers from summer 2023. The launch of a new training group is planned for 2024 and is already on the starting blocks.

We will also try to strengthen our ambassador team. This will help us to raise awareness among children and young people in schools, and possibly also in extracurricular



educational establishments, and thus also reach their educators and parents. It allows us to set up a safe place in the outside world and reach many people.

In addition, a new (cyber-)bullying training course for educators and teachers is planned, with the aim of giving them information, suggesting specific action and sensitising them so that they can respond even better to the needs of children and young people in everyday professional life.

As in previous years, exchanges with national and international organisations in child and youth work, as well as with networks of children and youth helplines, will be another



important area in which we will invest time and energy. We thereby expand our knowledge and discover innovative ideas that subsequently benefit our target group.

All that can be continued, strengthened or changed helps us to set our sails towards reaching as many children and young people as possible, as well as parents, and with the necessary tailwind we will stay true to our motto: No child, no young person should be left alone.





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Graduate Educator

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**Igor Loran**  
Qualified Psychologist

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**Cathy Reuter**  
Graduate Psychologist

**Barbara Gorges-Wagner**  
Managing Director



**BOD**  
Mascot



We would like to thank all those who have supported the work of the KJT through their donations. These donations sometimes allow us to take unexpected paths.

**If you would like to support us with a donation, here is our account number:**

**BCEELULL ; LU16 0019 1300 0412 6000 ; Caritas J&F / KAJUTEL.**

Many thanks also to all those who have enriched the work at the KJT this year, often with incredible commitment. You have performed an important service for children, young people and their parents, for society.

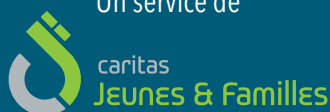


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