

2025

Annual Report



CALL | TEXT | CHAT | GET HELP!



un service de



Gender Disclaimer



For the sake of readability, the generic masculine form is used in our annual report. It is important to us to emphasise that all other gender identities are hereby expressly included, insofar as this is necessary for the statement.

In our annual report, the gender designation 'diverse' appears in various places. The term 'third gender' refers to people who are described as, or who describe themselves as, not fitting into the binary gender system of 'male' and 'female'. The 'third gender' is now regarded as a variant of non-binary gender identities.

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Preface

“Are you a person?” “Yes”, “...because I want to talk to someone who has feelings, just like me.” This is a sentence that volunteers now occasionally hear from a child or young person. This confirms to us that a human-centred counselling service, such as we offer across all our services – the Kanner-Jugendtelefon, Online Help, the Elterntelefon and the Chatberodung – is both necessary and meaningful. Active listening and reflecting back what has been heard are essential core skills that volunteer counsellors learn and continually develop in order to advise and empower children, young people, parents and professionals in the social sector, enabling them to take the next step themselves.

Another important aspect is that volunteer ambassadors in schools and extracurricular learning environments raise awareness of how important it is to seek support, to call, write to or chat with KJT. It is therefore also worth highlighting that children and young people contact KJT after workshops to try out how a phone call works. This helps to break down barriers and reinforce the positive message that it is easy to seek help. To ensure that it is not just individual school classes that contact us who can benefit from a school workshop, our great wish is that a KJT workshop should become an integral part of the curriculum, for the vision we uphold remains the following:

„No child should be left unheard“



Preface

Particularly in the virtual space, children and young people may feel unsettled by what they see there, which can have a lasting, damaging effect on their development. For all issues relating to internet safety, children, young people, professionals and the general public can contact the BEE SECURE Helpline. Our professional colleagues address these concerns through respectful counselling and expert guidance. This service is complemented by the reporting centre for potentially illegal content, the BEE SECURE Stopleveline, which covers CSAM (Child Sexual Abuse Material), racism and terrorism. We are delighted to have been designated the first “National Trusted Flagger” since September 2025, enabling us to forward potentially illegal content to social media platforms for removal.

We invite you to browse through our 2025 annual report and hope that the visual presentation will help us highlight key points that encourage reflection and a fresh perspective on the situation of children and young people. For KJT, this means continuing to raise these issues in our national and international networking efforts, in order to make a lasting contribution to improving the situation of all children in Luxembourg.

Thank you for your support!



KJT and its services

**STRONGER
TOGETHER**

WWW.KJT.LU

CALL | CHAT | TEXT | GET HELP



 **KJT** | Kanner-
Jugendtelefon
☎ 116111 **Gratisnummer**

 **KJT** | Elterentelefon
☎ 8002 4444 **Gratisnummer**



 **KJT** | Chatberodung
www.kjt.lu

 **KJT** | Online
Help
www.kjt.lu



KJT and its services

Kanner-Jugendtelefon

Anonymous advice and information for children and young people.
Free number: **1 1 6 1 1 1**



Online Help

Online advice for children and young people.
Since 2015, also for English-speaking children, young people and parents www.kjt.lu



Elterentelefon

Advice and information for parents, grandparents and professionals.
Since 2023 also in English, Mondays from 6 p.m. to 8 p.m.
Free number **8002 4444**



Chatberodung

Live chat for children and young people by young people.
www.kjt.lu



BEE SECURE Helpline

Advice and guidance for safe use of digital media
by telephone on **8002 1234** or [online](#).



BEE SECURE Stopleveline

Anonymous reporting of illegal content on the Internet via
stopline.bee-secure.lu



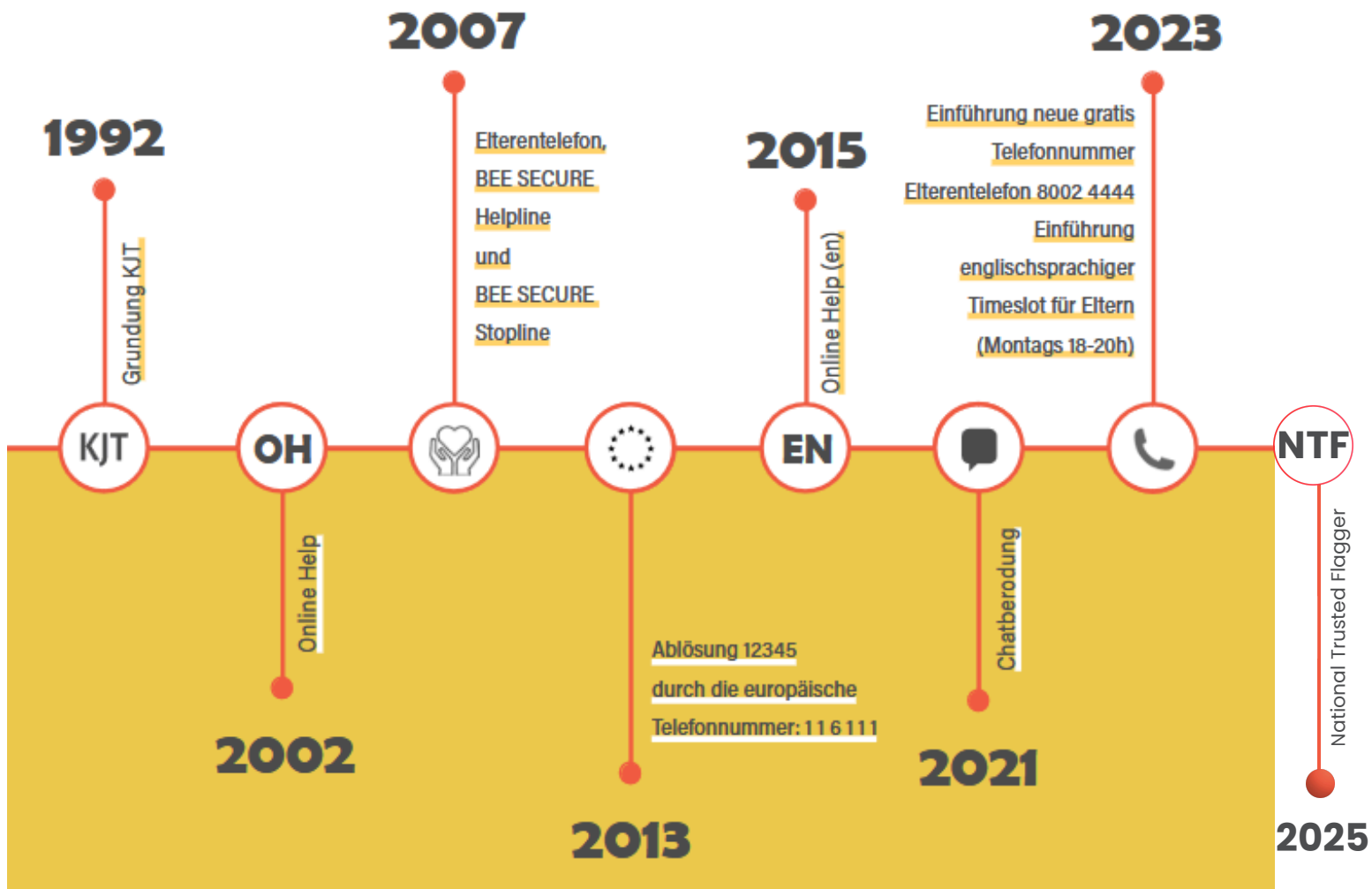
Ambassadors

The KJT Ambassadors complement our helpline service. The ambassador team consists of volunteers who are now raising awareness of the KJT and its services across the country through workshops, information stands and rallies.

The message is: You're not alone!



Development of the helplines

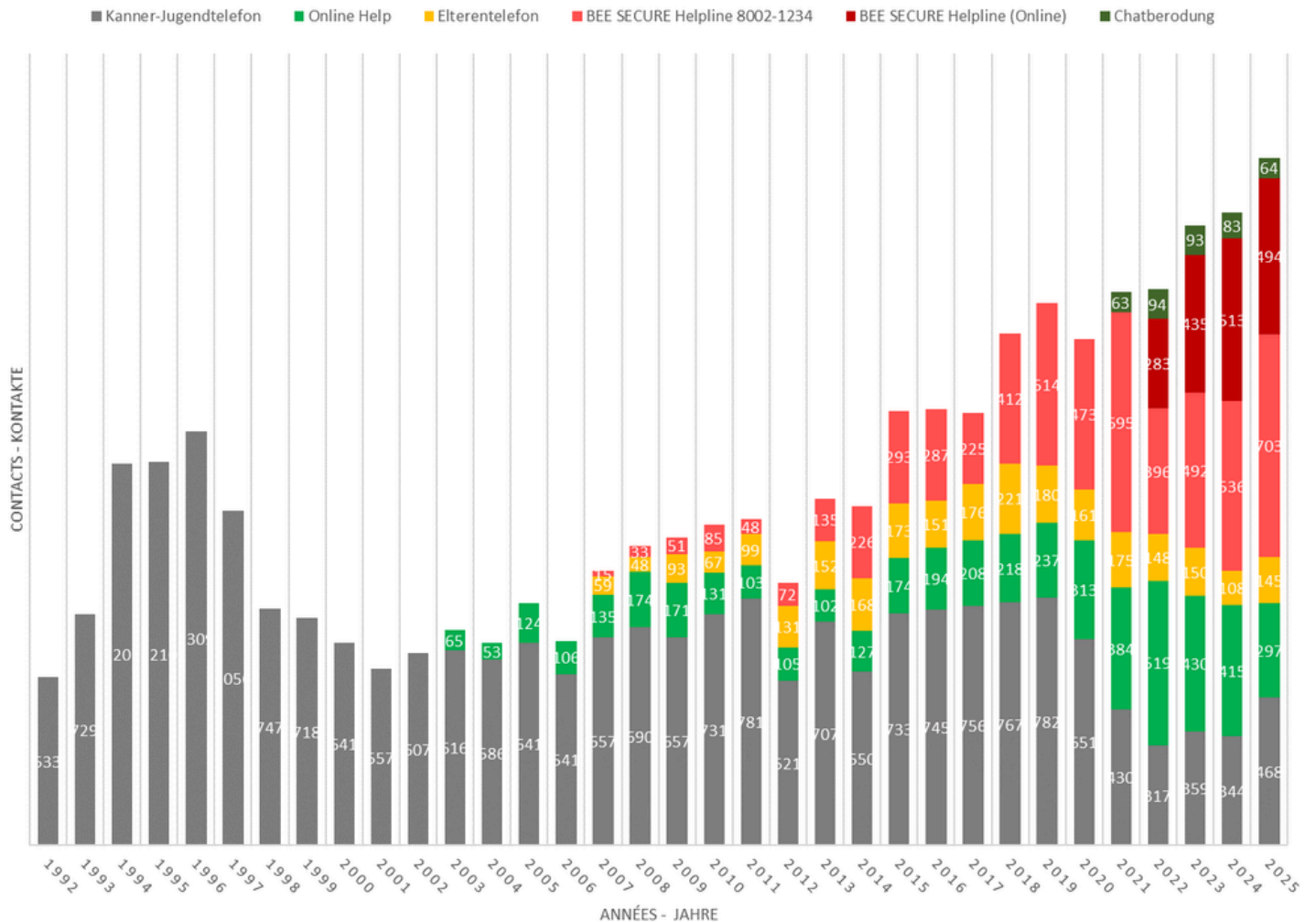


The Kannersuergentelefon (now KJT) was founded in 1992 to mark the ratification of the UN Convention on the Rights of the Child. KJT is a service provided by CJF Lëtzebuerg a.s.b.l. (formerly Caritas Jeunes et Familles) and is subsidised by the Ministry of Education, Children and Youth (MENJE). CJF and MENJE work closely together on decisions regarding the management, operation and further development of the service. The Croix Rouge, the Kannerschlass Foundation and the Ligue Médico-Sociale are partners who contribute their specialist expertise to ensure that the service is tailored as closely as possible to the everyday realities of children, young people and families.

BEE SECURE, which comprises the BEE SECURE Helpline and BEE SECURE Stoptline, is funded by a European project and forms part of the Luxembourg Safer Internet Centre.

1992 - 2025

Development of contacts on the various helplines



The chart above does not include data for the BEE SECURE Stoptline.

The development in BEE SECURE Stoptline figures in 2025 was as follows:

A total of **16,304** reports were received via the BEE SECURE Stoptline.

Of these, 15,213 reports concerned depictions of sexual violence against minors (CSAM; Child Sexual Abuse Material). This represents an increase of almost 30% compared to the previous year (2024: 11,751).

722 reports were received in the area of racism (2024: 448) and **369** reports in the area of terrorism (2024: 127). This represents an increase of around 60% in the area of racism and almost a threefold increase in the area of terrorism.



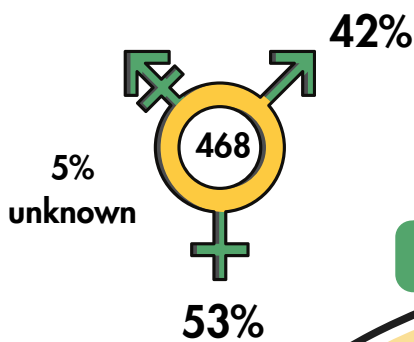
468 calls

- 398 conversations
- 70 hang-ups/no response

A matter close to our hearts: Dedicated and well-trained volunteers give children and young people a voice. They accompany and support children and young people in finding the words to express their feelings, needs, fears, worries, distress and experiences. Sometimes it is the very first time that children and young people dare to talk about something that is weighing on them. We are here for them – free of charge, anonymously, confidentially and with plenty of time. We are a safe place. No one has to be alone.



Callers by gender



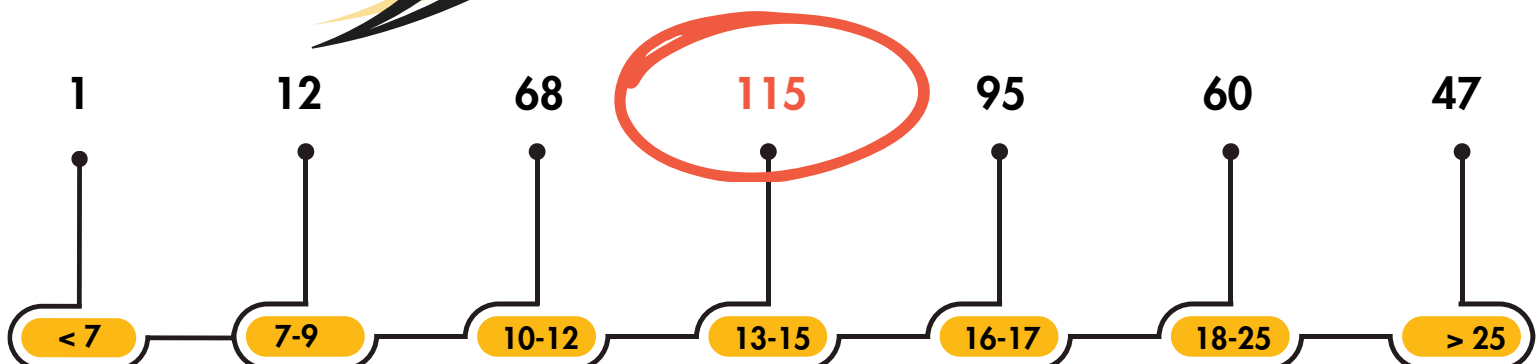
Average duration of calls



What were the main concerns of young people?



- Psychosocial topics and health (30%)
- Family problems (14%)
- Relationships and love (11%)
- Counselling (10%)
- Violence and abuse (8%)



Callers by age group (in years)



Test and prank calls (13%)

Child-parent relationship (9%)

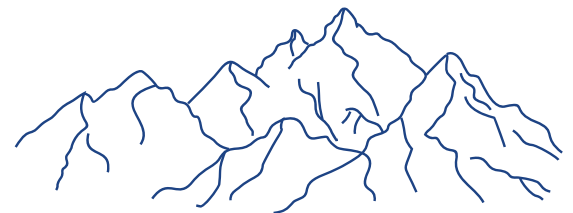
Heartbreak (4%)

Other Counselling (7%)

Psychological problems (5 %)

Challenges

At a time when people are making fewer phone calls and relying more on other means of communication, it was a challenge to encourage children and young people to ring the KJT phonenumber. This year, we received a surprisingly high number of test and prank calls, which we attribute to the fact that our ambassadors encourage children and young people to simply give the KJT a try – an opportunity that was certainly taken up this year.



Moments of joy



In 2025, numerous children and young people reached out to us – partly thanks to increased visibility through the many engagements of our ambassadors.

We are delighted that in 2025 we were once again able to welcome 15 new volunteers to support the team on the phone.



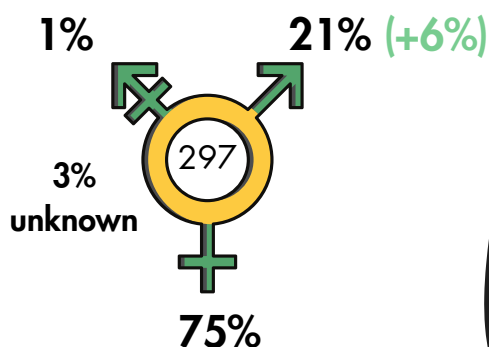
297 requests

- **41% new requests**
- **59% follow-up requests**
- **21 requests from parents**

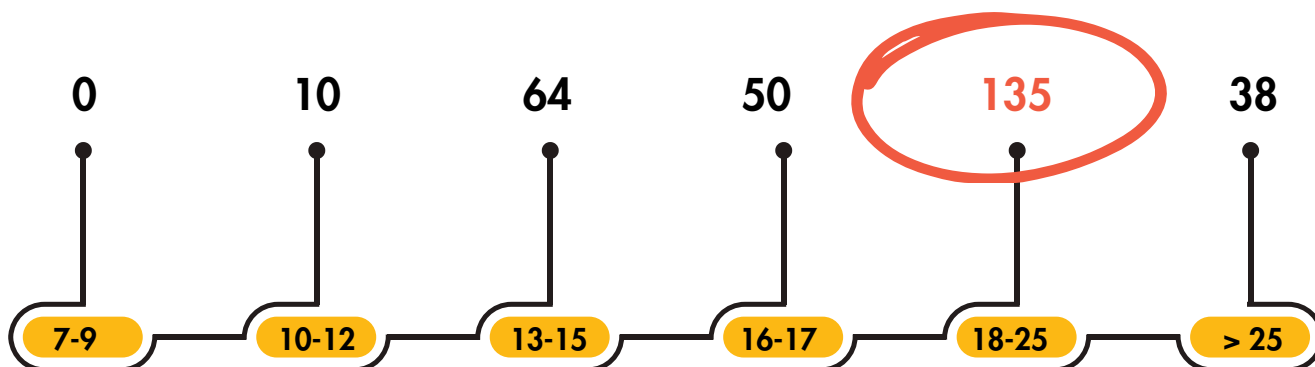
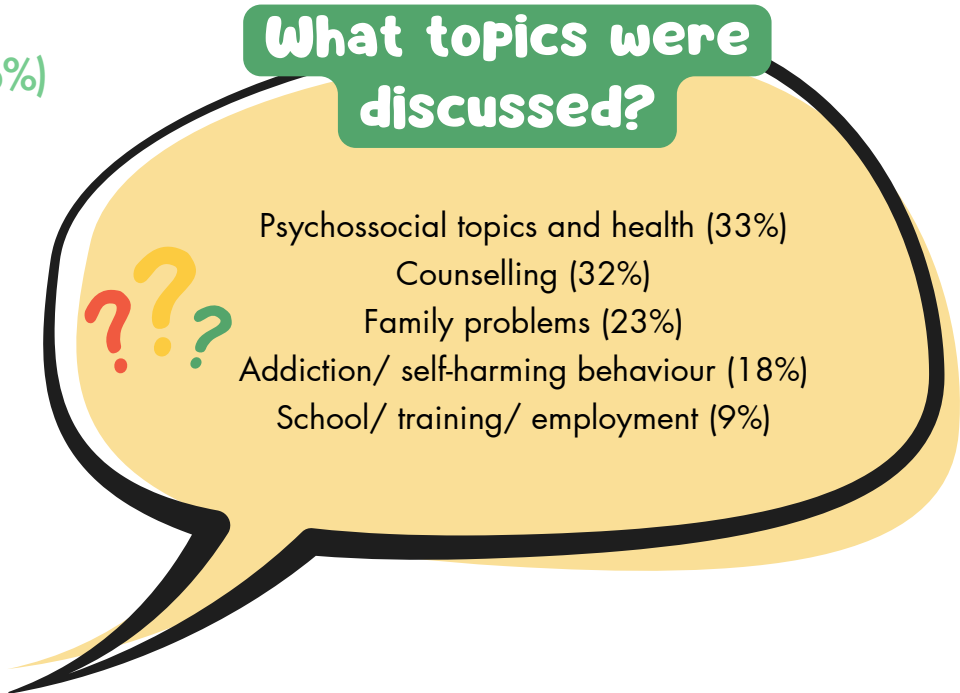
A matter close to our hearts: It takes courage to confide in someone when facing a difficult situation. Since 2002, children, teenagers, young adults and parents have also been able to contact us in writing. Well-trained counsellors respond and remain in contact with those seeking advice, either in the short or long term. There is a Luxembourgish and an English counselling team. One team handles enquiries in Luxembourgish, German and French (2025: 190) and the other team handles enquiries in English (2025: 107).



Contacts by gender



What topics were discussed?



Contacts by age group (in years)



Psychological problems (12%)

Callback (27%)

Child-parents relationship (17%)

Fear/Anxiety (11%)

Self-harming behaviour (9 %)

Challenges

It can also be challenging for our volunteers to cope with the fact that enquiries do not always come in and that those seeking advice do not get back in touch after making initial contact.



Moments of joy



Moments of joy arise...

...when counsellors receive replies and those seeking advice provide feedback that they have been able to take a step forward or have felt so supported that they are feeling better.

It was great news in 2025 that the English online help team received some new members!



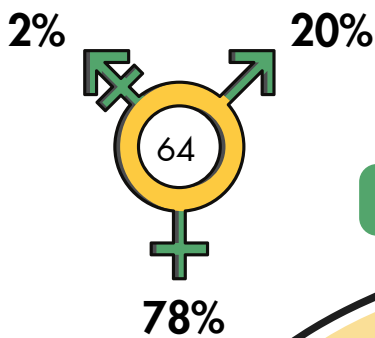
64 Chats

- 45% new chats
- 55% follow up-chats



A matter close to our hearts: Since 2021, children and young people have been able to contact us via live chat every Tuesday evening from 6 pm to 9 pm. The Chatberodung is based on a peer-to-peer counselling concept: counsellors aged between 18 and 30 support those seeking advice, drawing on their own experiences, on topics ranging from mental health, family conflicts, sexual identity, love, friendship and stress. They are supported by a professional chat coach.

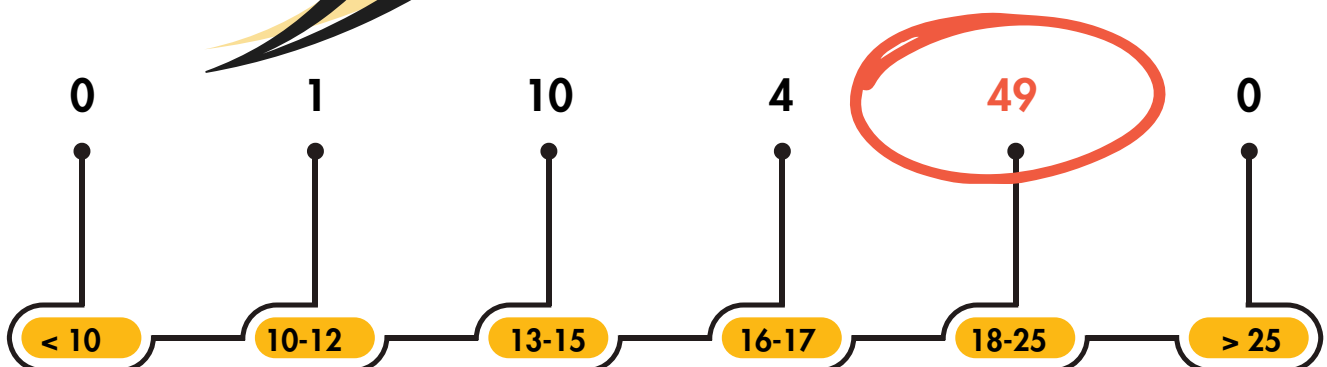
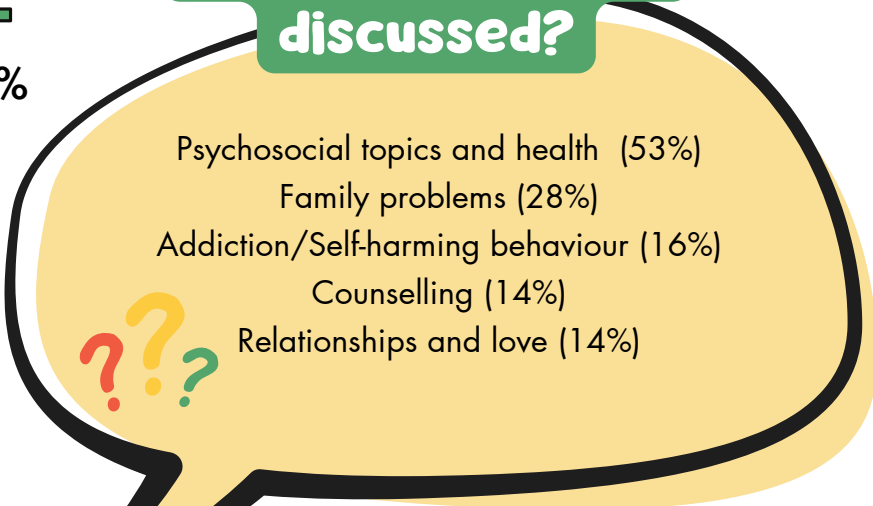
Contacts by gender



Average duration of chat



What topics were discussed?



Contacts by age group (in years)



Psychological problems (31%)

Child-parent relationship (17%)

Loneliness (16%)

Suicidal thoughts/ intentions (11%)

Self-confidence (8%)

Challenges

Artificial intelligence is superior to human counsellors in terms of speed, but cannot replace their human warmth and empathy. A shift in user behaviour may have led to a slight decline in demand for this format by 2025.



Moments of joy



Moments of happiness arise...

... when new volunteers join the team.

... when young volunteers also get involved in other areas of KJT and remain with us beyond the age limit of 30 for the chat counselling service.

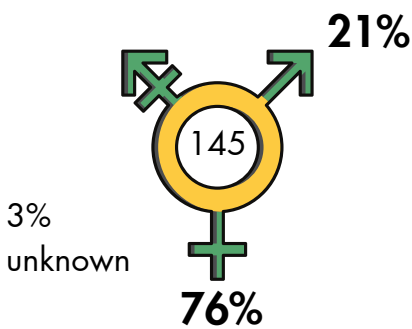


145 calls

A matter close to our hearts: The Elterentelefon has been in operation since 2002 and is available in Luxembourgish, German and French. Parents, grandparents and professionals working with children, young people and adolescents will find a point of contact here for all their questions and concerns, however small or large they may be. As the English-speaking population is also growing steadily, it was only logical to set up an English-language service in 2023.



Callers by gender



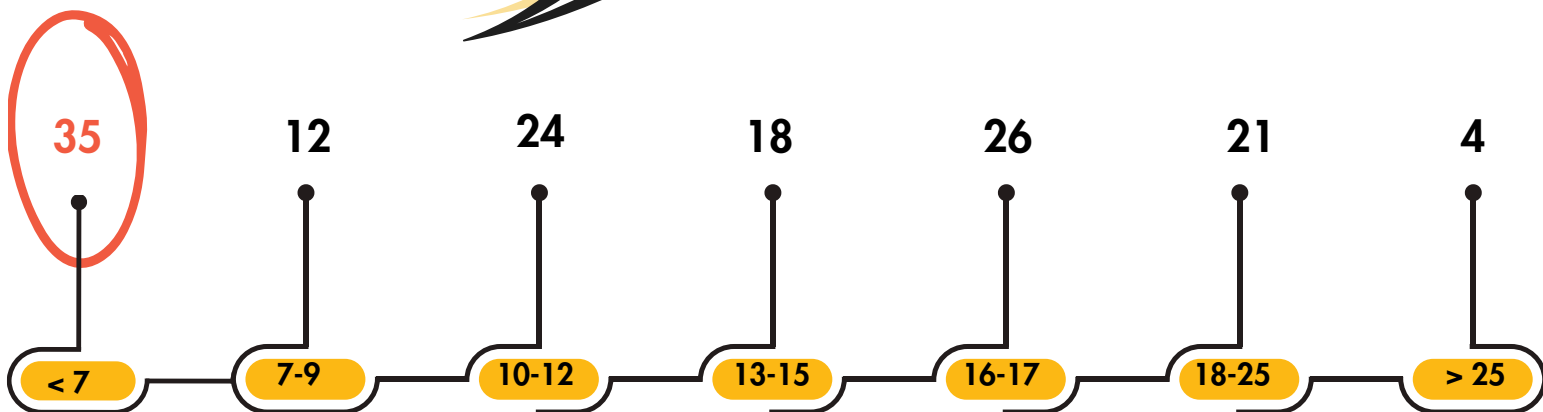
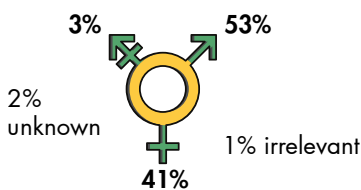
Average duration of calls



What topics were discussed?

- Family problems (50%)
- Psychosocial topics and health (23%)
- School/training/employment (18%)
- Violence and abuse (14%)
- Addiction/self-harming behaviour (10%)
- Relationships and love (3%)

breakdown by gender of children for whom a call was made



Breakdown by age of children for whom a call was made (5 calls unrelated to children)



Conflicts between parents/ divorce (16%)

Children-parents relationship (28%)

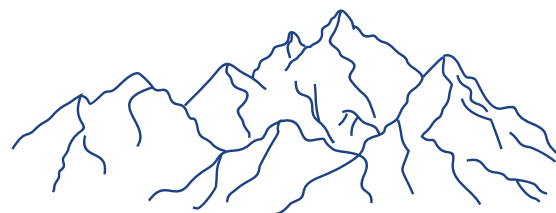
Psychological problems (10%)

Bans, rules, opinions (8%)

Fear/ Anxiety (7%)

Challenges

The enquiries that callers bring to the Elterntelefon are becoming increasingly complex and place particular demands on our counsellors. Regular supervision and specific themed evenings on specific counselling centres are therefore particularly important.



Moments of joy



Moments of joy arise...

... when good conversations develop and those seeking advice feel that someone has listened to them.



The Service national de la jeunesse (SNJ) and KJT are implementing the government initiative BEE SECURE as consortium partners. This initiative is based on four pillars:

- Awareness-raising and information
- Guidance and counselling – BEE SECURE Helpline
- Anonymous reporting platform – BEE SECURE Stopleveline
- Trend monitoring

Whilst SNJ is responsible for coordinating the initiative as well as the areas of 'Awareness-raising and information' and 'Trend monitoring', KJT operates the BEE SECURE Helpline and the BEE SECURE Stopleveline.

In September 2025, the status of National Trusted Flagger (NTF) was added; you can find out more about this on page 29.

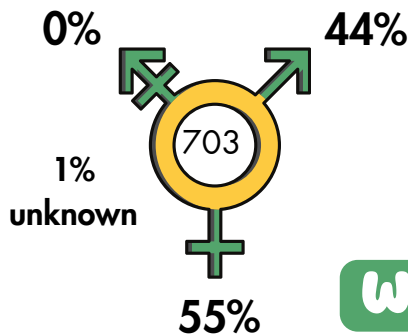


BY TELEPHONE
703 calls
 Increase of 31% vs. 2024

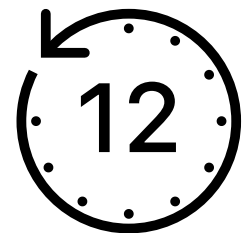
A matter close to our hearts: The BEE SECURE Helpline is a confidential advisory service. Anyone can contact this service to ask questions and receive practical advice on all matters relating to internet safety and digital media literacy.



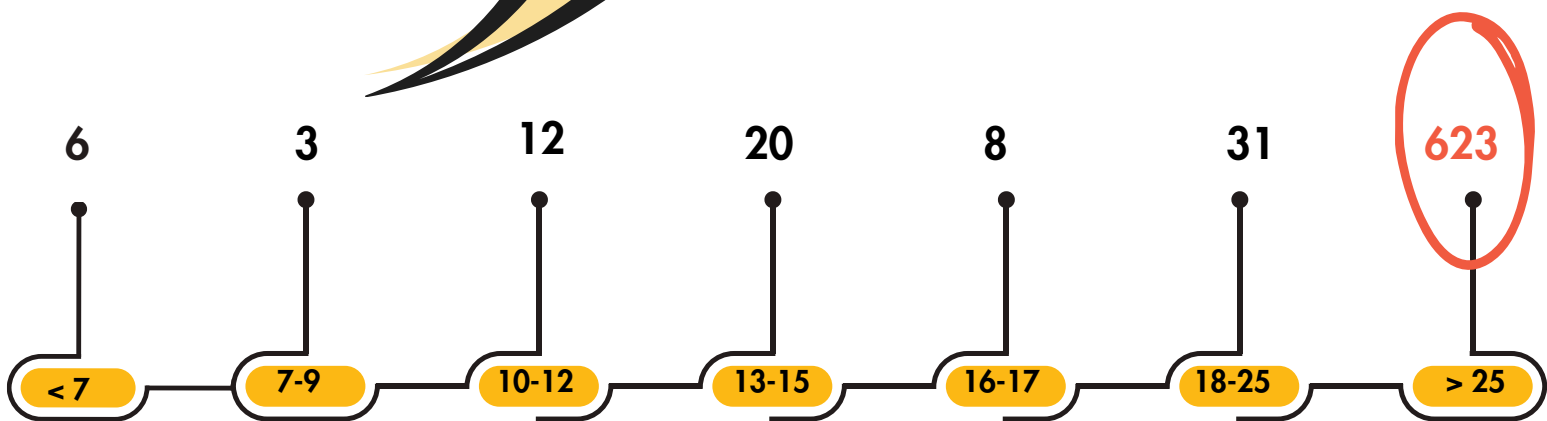
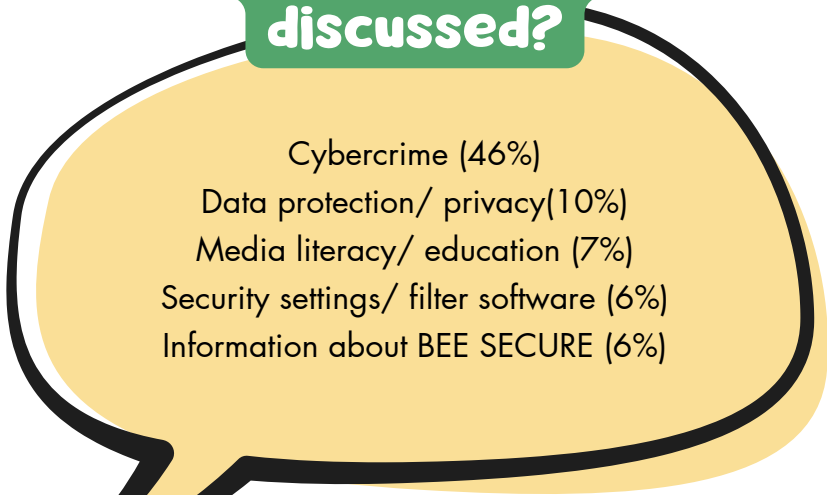
Callers by gender



Average duration of calls (in minutes)



What topics were discussed?



Callers by age group (in years)



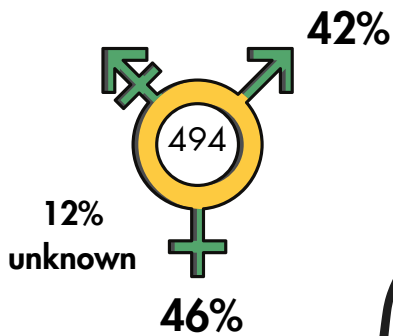
ONLINE CONTACT FORM

494 contacts

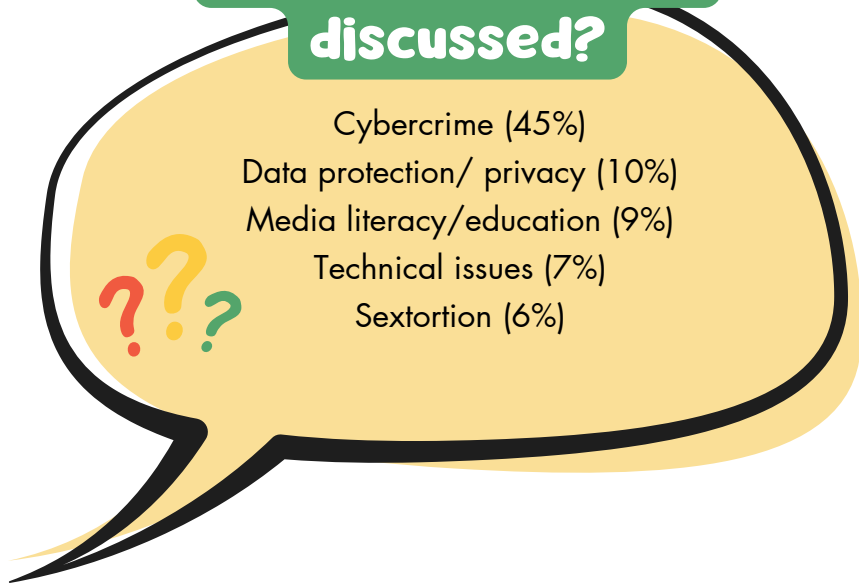
In addition to the telephone advisory service, those seeking advice also have the option of submitting their enquiry in writing via a contact form. The contact form can be found on the BEE SECURE website.



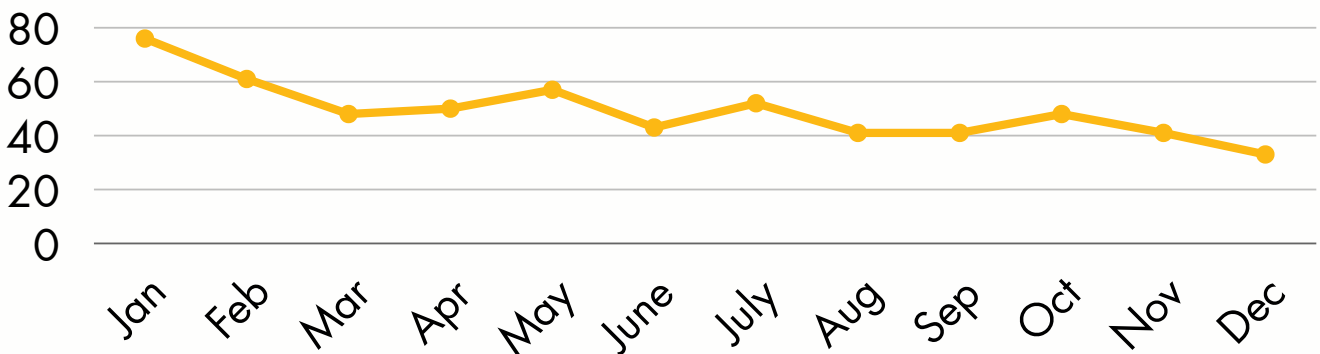
Contacts by gender



What topics were discussed?



● Contacts over the year



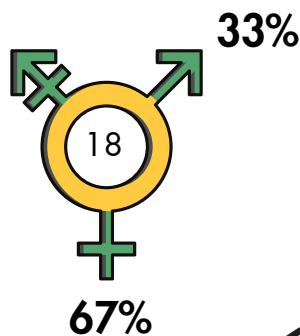


17 appointments

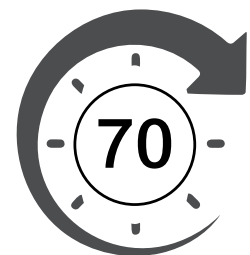
Since 2023, BEE SECURE has been offering the Cyberdesk in partnership with the Luxembourg House of Cybersecurity (LHC). The Cyberdesk is an on-site consultation with a technician from the LHC and a psychologist/educator from BEE SECURE. The aim of the Cyberdesk is, on the one hand, to resolve technical difficulties and, on the other, to offer educational and psychological support. Working in tandem provides added value for clients, as it enables them to emerge from a difficult situation feeling strengthened and empowered. The Cyberdesk takes place once a month during an afternoon. Appointments are made only on request and following a telephone consultation via the BEE SECURE Helpline.

Gender distribution

(at one appointment, 2 people were present)

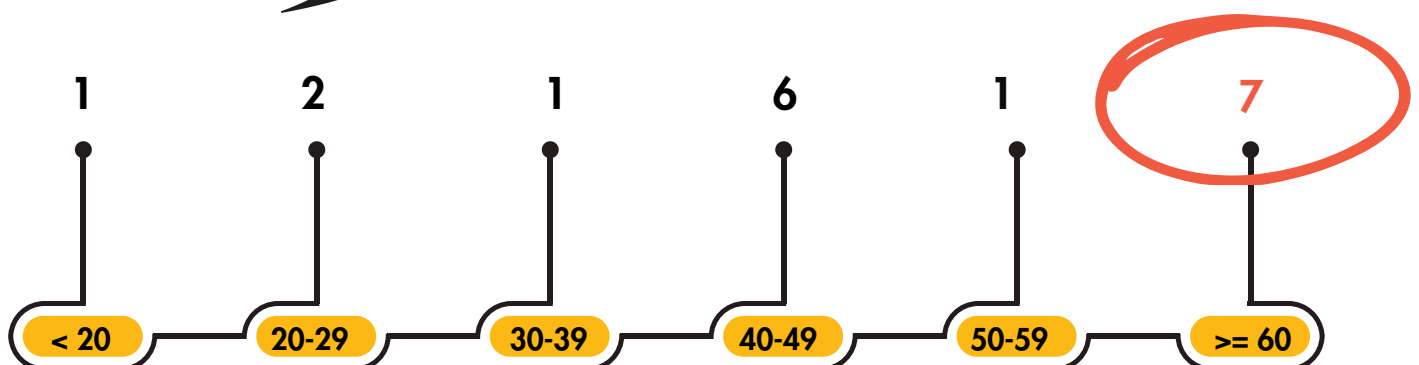


Average duration of appointment (in minutes)



What topics were discussed?

- Cybercrime (71%)
- Stalking (12%)
- Data protection/ privacy (12%)
- Technical issues (6%)

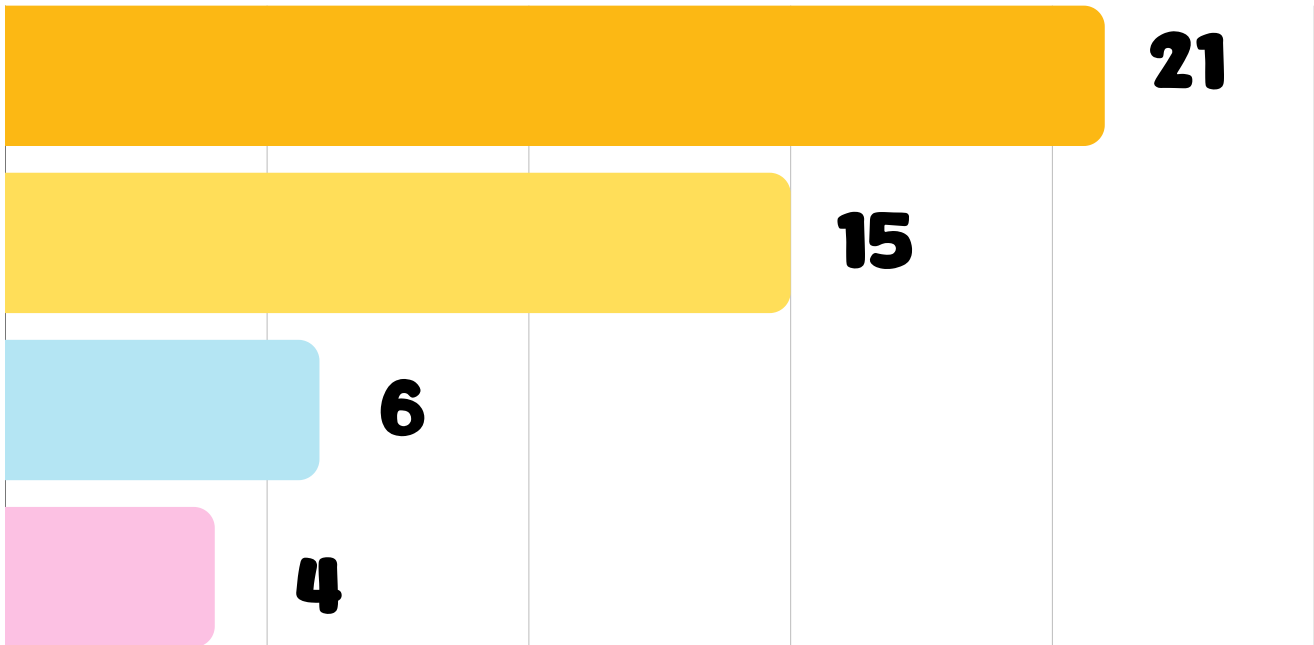


Contacts by age group (in years)



national & international

● Meetings ● Education and training events ● Meetings at EU-level ● Conferences



Over the course of the year, the BEE SECURE Helpline was active in many different areas. These included exchanges with partner organisations, workshops and public information events, collaboration at European meetings, and participation in conferences on topics such as cyberbullying, online safety and media literacy. The high number of meetings also demonstrates that there was regular and close communication with some partners.



Challenges

The continuously rising number of cases and emerging trends present particular challenges for a small team. This means setting priorities to manage all tasks whilst simultaneously identifying new trends and responding appropriately.



Moments of joy



Moments of joy arise...

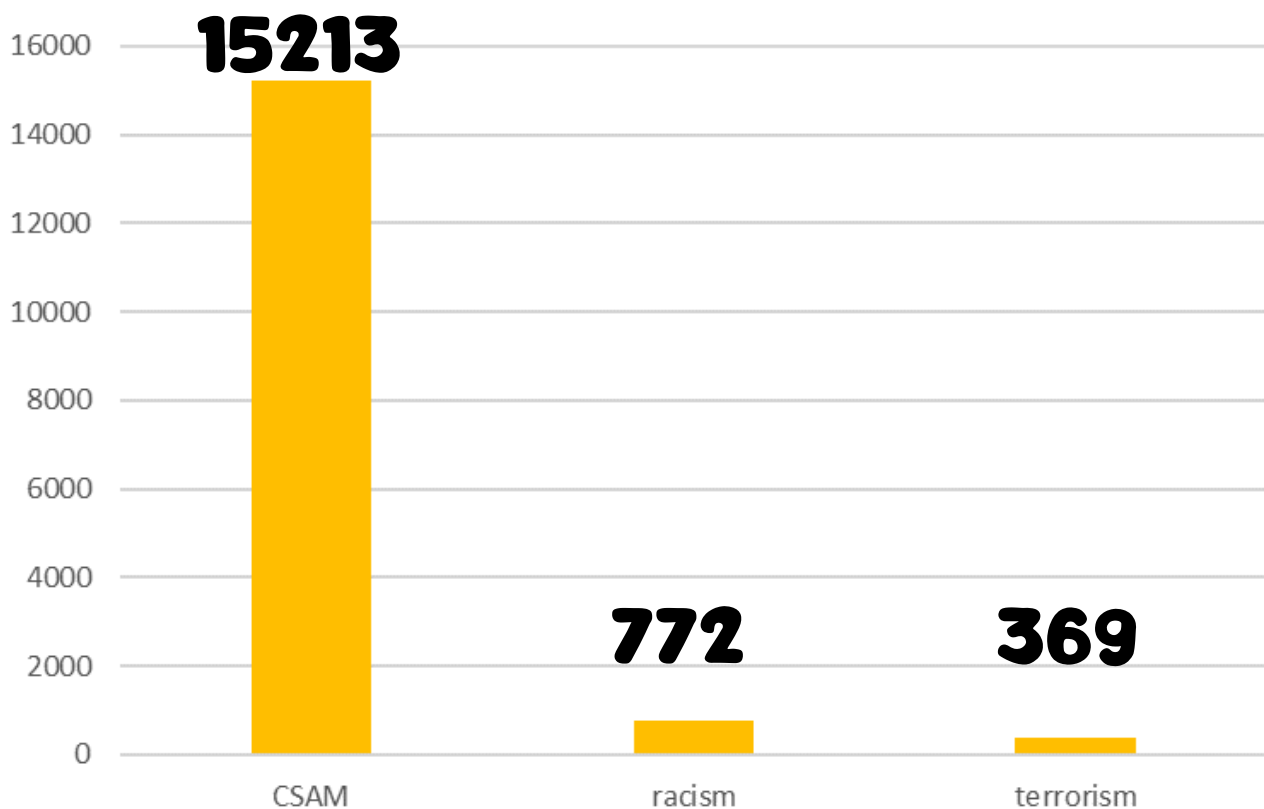
...when those seeking advice express their gratitude, or when the team realises that people who feel lost in highly stressful situations are regaining their footing.



The BEE SECURE Stopline is an online platform that enables all members of the public to report potentially illegal content anonymously and confidentially. This includes the following illegal content:

- Depictions of sexual abuse of minors (also known as CSAM)
- Racist, revisionist and discriminatory content
- Terrorist content

The BEE SECURE Stopline is operated by KJT, which is a member of the international INHOPE network (International Association of Internet Hotlines). Reports are processed in collaboration with the relevant partners at national and international level. It is important to note that the final assessment and interpretation of the reported content do not fall within BEE SECURE's operational remit. BEE SECURE acts as a reporting centre between the public and the relevant authorities (the Police, Public Prosecutor's Office). The authorities decide on the next steps.



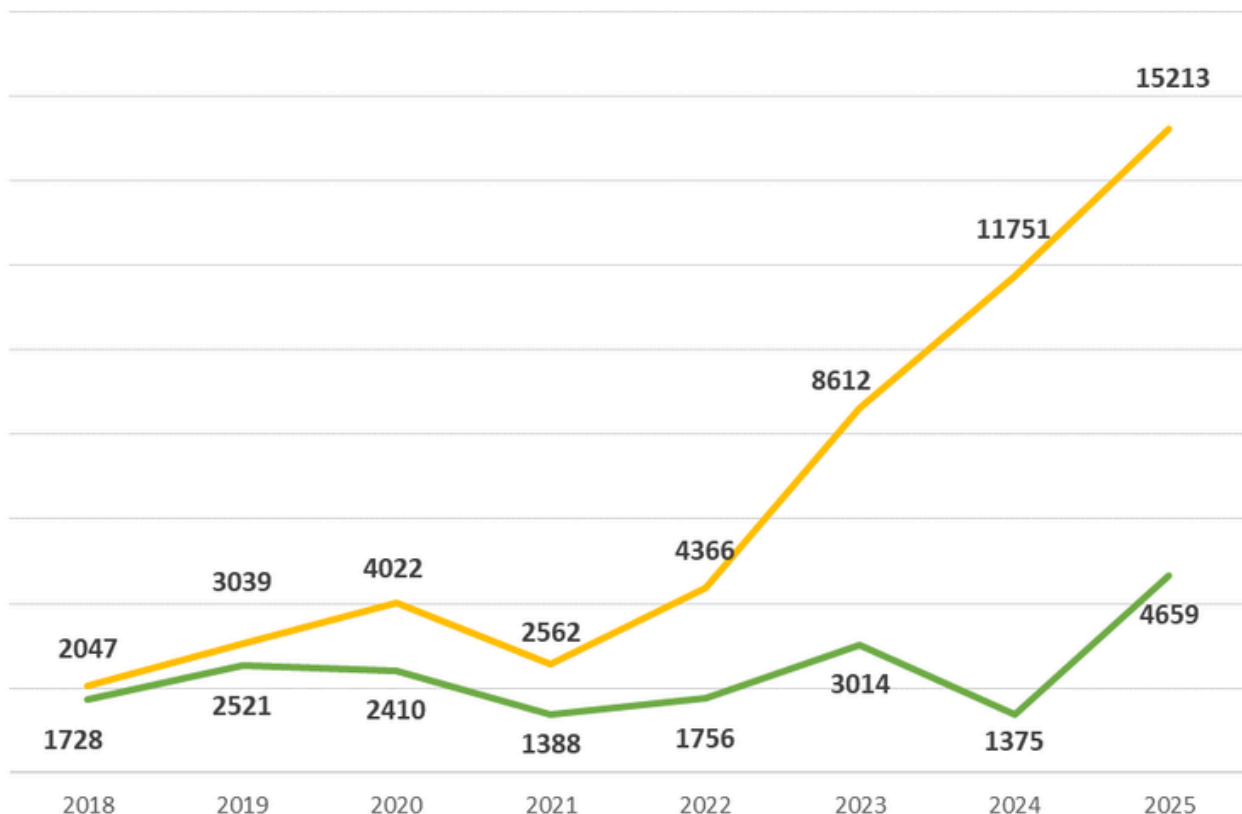


INCREASE OF 29% VS. 2024
15213 reports
 CSAM

In 2025, 15,213 URLs were reported that potentially contained depictions of child sexual abuse material (CSAM). Of these, 4,659 were forwarded to the relevant authorities.

CSAM developments

— Reports received — Reports forwarded





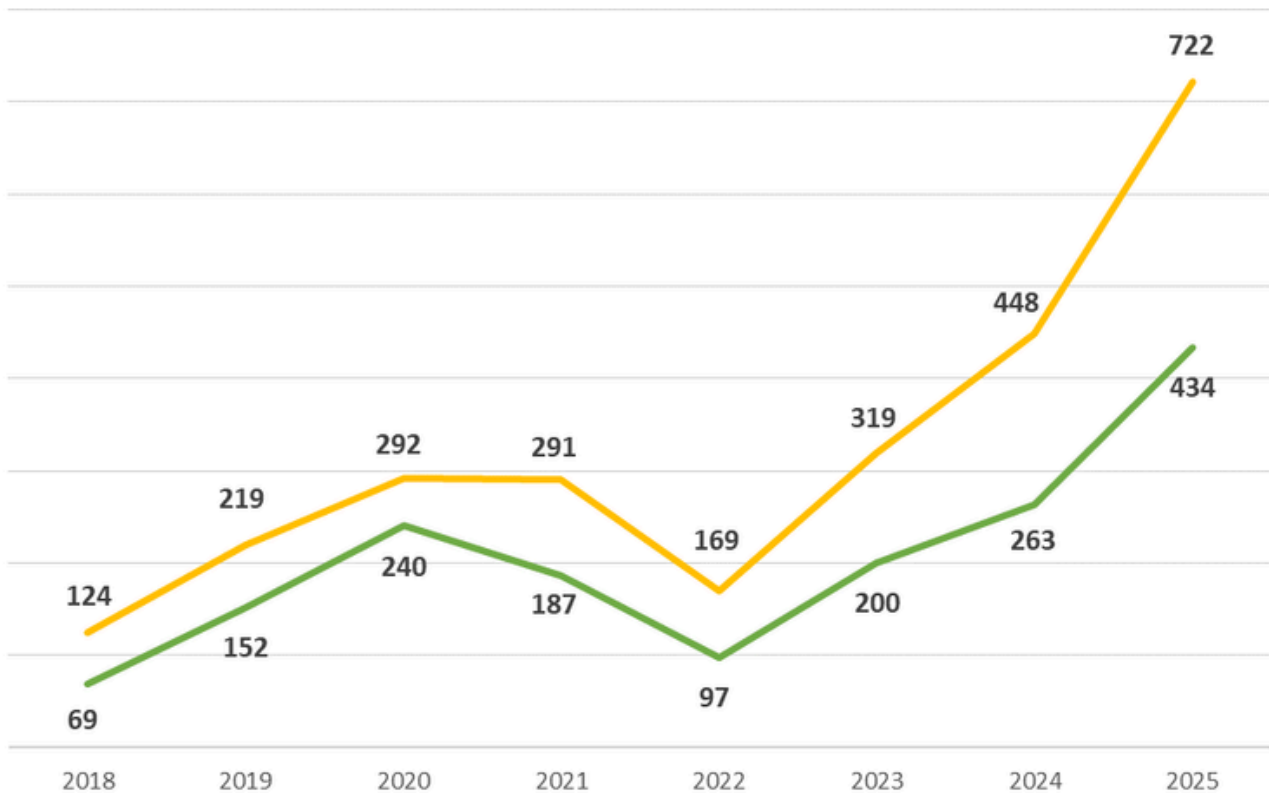
INCREASE OF 60% VS. 2024
722 reports
RACISM
 Revisionism
 Discrimination

In 2025, 722 URLs containing racist, revisionist or discriminatory content were reported.

434 of these URLs were forwarded to the relevant authorities. The topics covered in these reports included the Israeli-Palestinian conflict, hate speech, violence against the LGBTIQ+ community, individual non-specific cases, violence against the government and politics, as well as other acts of violence and crimes.

Racism developments

— Reports received — Reports forwarded





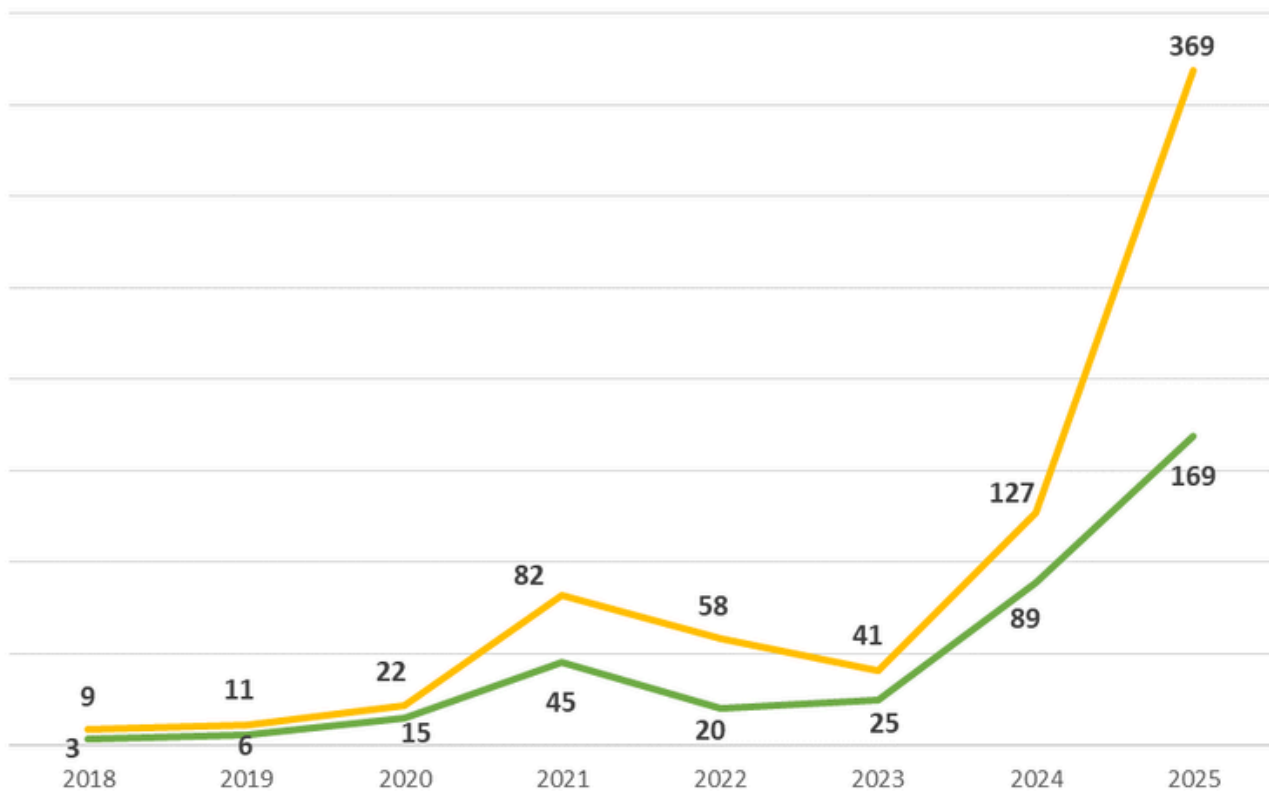
369 reports TERRORISM

A total of 369 URLs were reported in the terrorism category in 2025.

Of these, 169 URLs were classified as relevant and forwarded to the relevant authorities. Thematically, this area is characterised by the Israeli-Palestinian conflict and threats of extreme violence against specific groups of people.

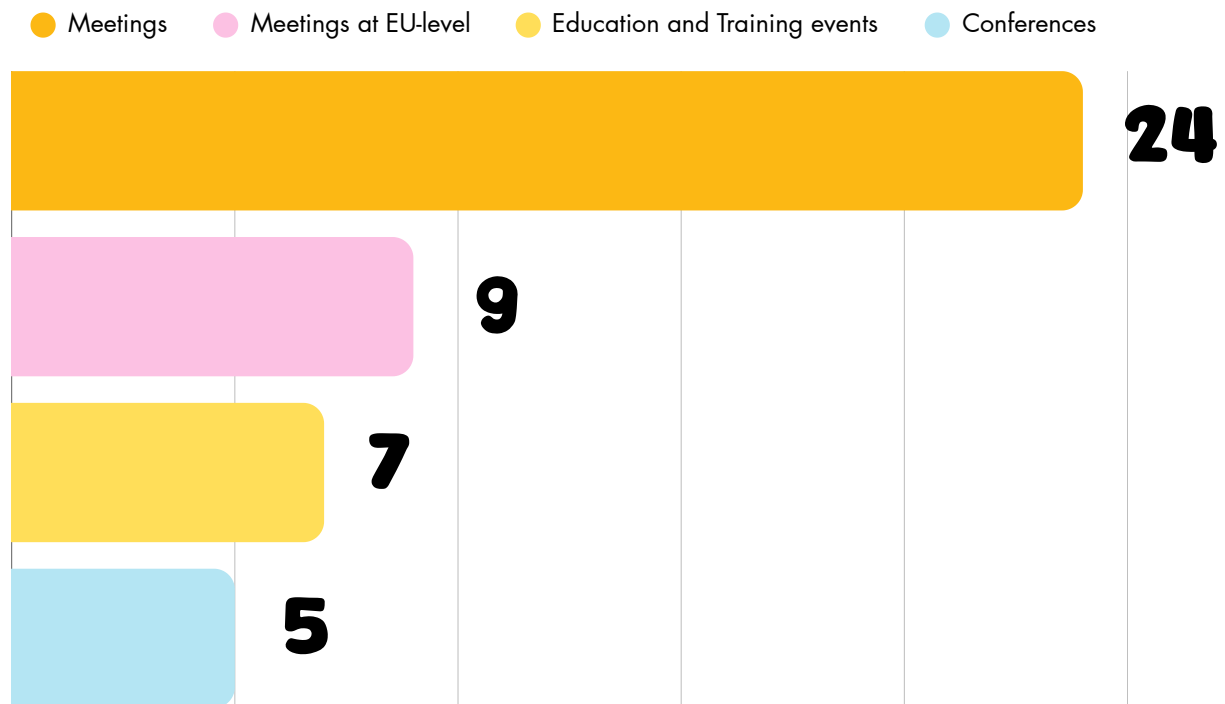
Terrorism developments

— Reports received — Reports forwarded





national &
international



Over the course of the year, the BEE SECURE Stopline was active in various areas. These included exchanges with national and international partner organisations and law enforcement agencies, collaboration within European networks, peer exchanges and initiatives (including in the context of the Digital Services Act and INHOPE), participation in expert meetings, and training and awareness-raising activities. In addition, the BEE SECURE Stopline took part in conferences and workshops on topics such as hate speech, the protection of minors and dealing with illegal online content. The number of meetings suggests that appointments were arranged with individual partners on multiple occasions, indicating that a regular exchange took place.

National Trusted Flagger (NTF)

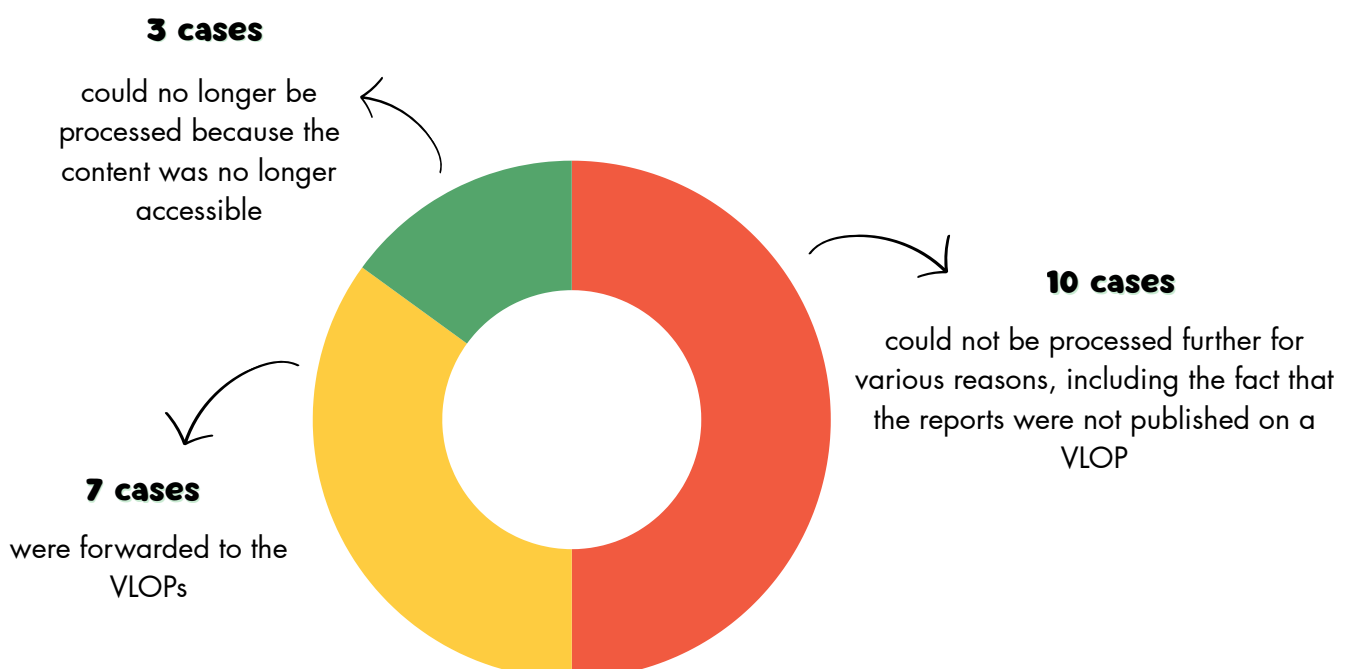
20 NTF cases

On 1 September 2025, KJT, a service provided by CJF Lëtzebuerg a.s.b.l., became the first organisation in Luxembourg to be granted the status of a National Trusted Flagger under the Digital Services Act (DSA). This represents an expansion of its remit and a valuable addition to the collaborative work between SNJ and KJT within the BEE SECURE initiative. The objective of the National Trusted Flagger is to enhance internet safety. The accreditation was granted by the Autorité de la concurrence, which is responsible at national level for implementing the European regulation. BEE SECURE acts as an intermediary between users and very large online platforms (VLOPs) to report potentially illegal content more quickly for review and, where necessary, removal. Work on this project has been ongoing since November 2023.

BEE SECURE analyses incoming reports and, where appropriate, forwards them to the VLOPs. Under the DSA, VLOPs are obliged to treat reports from National Trusted Flaggers as a priority, which means that reports forwarded by BEE SECURE are reviewed more quickly than ordinary user reports. However, the final decision on whether to remove the reported content remains with the respective online platforms. This faster processing is particularly important in urgent or sensitive cases.

Since January 2026, the NTF platform has also been live on the [BEE SECURE website](#). Potentially illegal material can be reported and submitted directly via this platform. Reports on the following topics can be submitted here: breaches of data protection and privacy rights, hate speech, non-consensual behaviour and sharing of intimate content, harmful or sexual content relating to minors (< 18 years), threat to public safety, fraud and deception, self-harm or suicide, violence.

Between September and December 2025, the following 20 NTF cases were recorded:

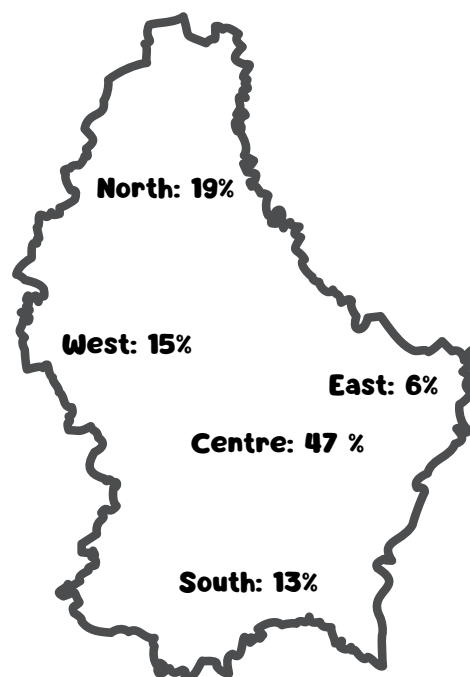
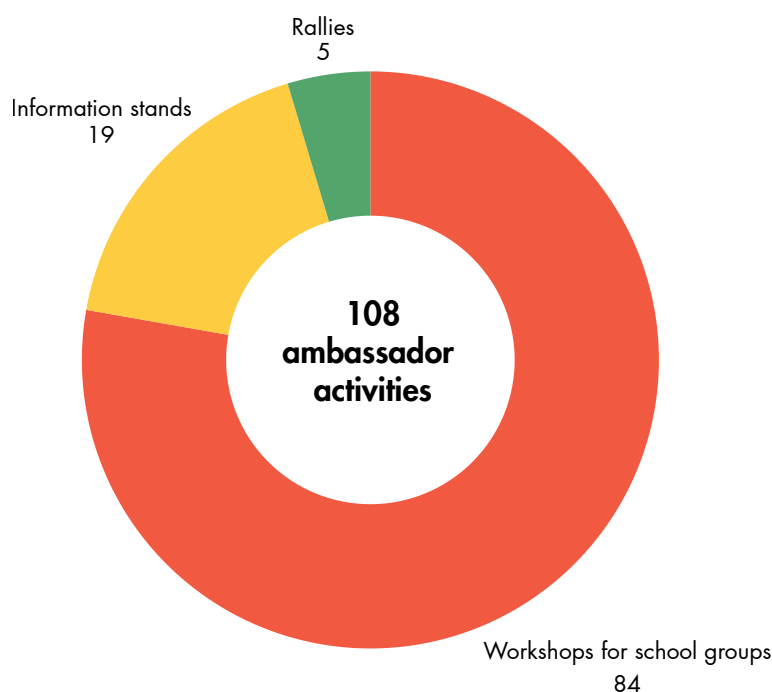


Ambassadors

2098

children and adolescents
reached

A matter close to our hearts: the ambassadors give KJT a face and build trust through their regular presence in Luxembourg schools and at public events. This not only makes KJT more visible, but above all more tangible, which ultimately makes it easier for children, young people, families and professionals to make initial contact or use our services. Thanks to the ambassadors, KJT is reaching a wider audience and potential barriers are being broken down. Our message is: No child or young person should be left unheard – You're not alone!



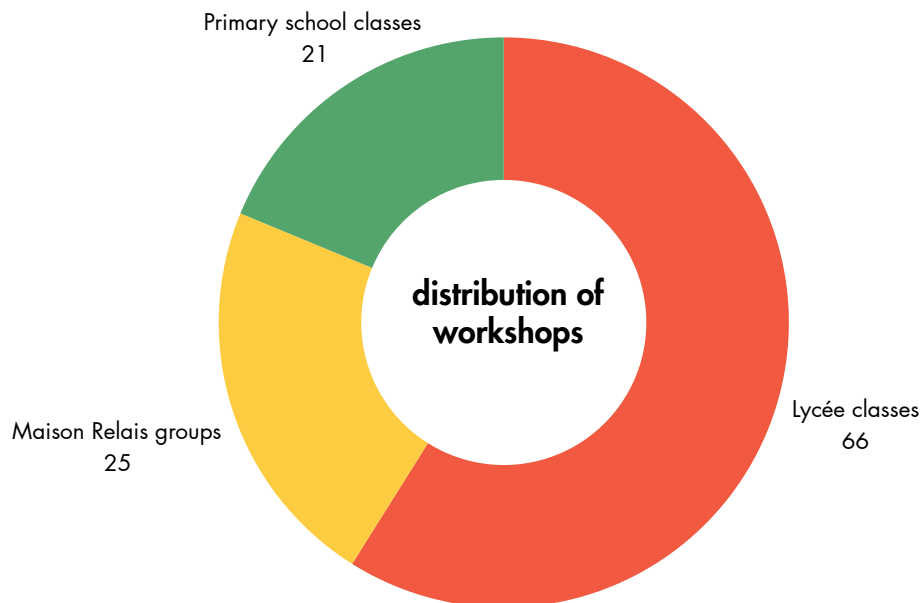
As shown in the diagram, the KJT workshops (84) are the most popular format, followed by information stands (19) and rallies (5). Many interested parties were reached via the 19 information stands in total:

- At 10 information stands, the target group was primarily parents and professionals (e.g. the annual orientation day as part of the Biergerpakt)
- At 9 information stands, the focus was more on children and young people (e.g. school fairs, teen parties or Mini Lënster).

Ambassadors

464

adults (parents and professionals) reached



In 84 workshops 112 classes/groups were reached.

Challenges

In addition to a Luxembourgish ambassador team, a new English ambassador team was established in 2025 and merged into a single team. The previously acquired experience and the existing teaching materials, which we were able to expand further, proved to be a great support in this regard.



Moments of joy



The ambassador team, which has been in existence since 2014, is celebrating a record year, as not only has the number of ambassadors doubled, but the number of engagements has also risen rapidly (84 workshops compared to 55 workshops in 2024).

The joint German-English-speaking team now enriches one another and stands as a successful example of intercultural work with children, young people and extracurricular groups.

No child should be left unheard*



Counselling, prevention and digital safety under one roof

The Kanner-Jugendtelefon (KJT), a service provided by CJF Lëtzebuerg a.s.b.l., brings together under one roof two key support services for children, young people and young adults, as well as for parents and professionals in the social sector in Luxembourg. On the one hand, KJT offers its traditional services such as the Kanner-Jugendtelefon, Online Help, Chatberodung and the Elterentelefon. On the other hand, it hosts two key tools for promoting digital safety: the BEE SECURE Helpline and the BEE SECURE Stoplevelne.

The KJT's counselling services follow a clear approach: the focus is on active listening, the joint search for solutions and the targeted empowerment of callers. The aim is to empower children, teenagers and young adults, as well as parents and professionals in the social sector, to take the next steps that are important to them themselves – whether that means involving a trusted person in their family or school environment, seeking out a specialist counselling centre, or simply leaving the conversation feeling more stable. This low-threshold and trusting support plays a central role, particularly in cases of violence and abuse.

Digital safety as a second focus

Another key component of KJT is the BEE SECURE Helpline and the BEE SECURE Stoplevelne, whose overarching aim is to make the internet safer for young people. In this context, KJT is a consortium partner of the Service National de la Jeunesse (SNJ), which is responsible, amongst other things, for awareness-raising, further education, training, public relations and the coordination of the Safer Internet Centre BEE SECURE. This centre also includes the two BEE SECURE services mentioned above, the BEE SECURE Helpline and the BEE SECURE Stoplevelne with the National Trusted Flagger Platform.

The fact that these two areas work well together under one roof is evident in the day-to-day counselling work: across all service lines – both at KJT and at BEE SECURE – the focus is on anonymous, free and respectful interaction. Calls do not appear on the caller's telephone bill, thus providing a safe space to discuss even sensitive topics.

*This text was published in the magazine 'Forum – for Politics, Society and Culture' (March 2026, No. 448, p. 25).

No child should be left unheard

Trends in calls to the Kanner-Jugendtelefon (KJT) regarding abuse and violence

In 2025, the Kanner-Jugendtelefon received a total of 468 calls, representing a 31.8 per cent increase compared to the previous year, 2024, which saw 344 calls. The Online Help saw a 28.4% reduction in enquiries (2024: 415 enquiries, 2025: 297 enquiries) compared to the previous year. The Elterntelefon saw a 34.3% increase in enquiries (2024: 108, 2025: 145).

The number of calls regarding abuse and violence fell from 209 in 2024 to 184 in 2025. The total number of reports within this category also declined slightly (from 121 to 106 cases). This trend suggests some relief but should not be interpreted as a fundamental improvement in the situation. Case numbers remain high, and it must also be assumed that there is still a significant number of unreported cases.

Bullying remains a persistent issue

Following a sharp decline from 44 cases in 2023 to 18 in 2024, there was a rise again to 29 cases in 2025. These fluctuations make it clear that bullying, ridicule and exclusion remain an integral part of the everyday reality for many children and young people – influenced by school, social and digital dynamics, as further described in this article in the section on digital violence.

Shift in forms of violence

Whilst reports of physical violence have fallen significantly (from 48 cases in 2024 to 29 cases in 2025), there has been a slight increase in psychological violence (from 17 to 20 cases). This contrasting trend could suggest that violence is becoming increasingly subtle, with psychological distress and boundary violations coming more to the fore.

A similar picture emerges in the area of domestic violence: both the number of those affected and the number of victims of psychological violence in a domestic context rise from 17 to 20 cases. The number of witnesses to domestic violence who contact KJT remains very low, at one case each – which suggests a high number of unreported cases rather than a lack of involvement.

No child should be left unheard

Sexual violence

In the area of sexual violence, an overall decline can be observed, from 29 cases in 2024 to 18 calls in 2025. Sexual boundary violations also decrease slightly (from 13 to 10 cases). At the same time, the category 'Other violence/abuse' has risen from four to ten cases. This category covers specific individual cases that do not fit into any of the other categories and require highly personalised and sensitive counselling.

Increasing verbal escalation

Also striking is the rise in threats of violence, from seven (2024) to twelve cases (2025). This points to a growing verbal escalation of conflicts. Blackmail and neglect, on the other hand, are declining slightly (from four to three cases in each case when comparing 2024 to 2025).

Emotional barriers to seeking help

What all forms of violence have in common is that they are often accompanied by strong emotions such as shame, guilt, fear, grief or anger. Feelings of shame and guilt as well as fear, can lead children, adolescents and young adults to hesitate for a long time before seeking help – or to avoid contact altogether. Studies show that those affected often need to make several attempts before they are heard. This hesitation can in turn contribute to stigmatisation and ongoing trauma, with potential consequences for mental health ranging from stress to PTSD symptoms.

Outlook and possible future developments

Against this backdrop, low-threshold, anonymous counselling services remain important and are continually adapted to the lives of children and young people. Future developments could increasingly focus on expanding digital counselling formats (e.g. chat functions in the area of digital safety for children and young people), as well as further targeted prevention work in school and family settings and greater awareness-raising regarding psychological violence and digital boundary violations. Particularly in work with parents, new and further innovative approaches should be developed to reach parents who have not yet been reached. Networking between counselling centres, schools and health services remains crucial to reaching affected children, adolescents and young adults at an earlier stage and providing them with better long-term protection.

KJT will continue to advocate that no child, young person or adolescent should be left alone with their worries and that their voices are heard.

No child should be left unheard

Cyberviolence

The term “cyberviolence” is broad and is not uniformly defined in the specialist literature. In the Council of Europe’s “Mapping Study on Cyberviolence”, cyberviolence is described as the use of information and communication technologies to cause, facilitate or threaten violence against individuals. This violence can lead to physical, sexual, psychological or economic harm or suffering. On this basis, cyberviolence encompasses various forms of violence that take place in the digital space and can affect both individuals and groups. Due to its broad definition, the term “cyberviolence” thus serves as an umbrella term for various forms of violence in an online context.

In its prevention and awareness-raising work, BEE SECURE follows the classifications of the European network Insafe. Within this practice-oriented framework, cyberviolence is assigned to the overarching category of ‘online violence’. This includes, amongst other things:

- Hate speech
- Cyberbullying
- Grooming
- NCSII (non-consensual sharing of images)
- Sextortion
- Cybercrime

Cyberviolence manifests itself predominantly in the online sphere and can occur via various digital channels. These include social networks such as Snapchat, Instagram or Facebook, as well as online games and gaming platforms. At the same time, it is important to emphasise that cyberviolence is not limited to the digital space, but can have real psychological, social or physical consequences.

In this context, the term ‘nihilistic extremist violence’ is used. This term describes a form of violence-related extremism in which the use of violence is not necessarily linked to a coherent political or religious ideology.

In connection with this phenomenon, reference is made, amongst other things, to the so-called 764 network. According to reports from law enforcement agencies, these are loosely organised online structures in which minors are manipulated, blackmailed or pressured into participating in harmful or criminal acts. The perpetrators specifically target vulnerable individuals and use manipulation, emotional dependence and coercion to exert control over their victims.

No child should be left unheard

Developments in cyberviolence in Luxembourg (BEE SECURE)

In general, we have seen an increase in the number of contacts received by the BEE SECURE Helpline. In 2024, 536 calls were received, compared to 703 calls in 2025, representing an increase of 31.2%. In addition, we received 494 written enquiries in 2025.

Of the telephone calls, 54.8% were from women and 44.2% from men. We also received 74 calls from third parties. These are people calling on behalf of a child or young person. They may be parents, teaching staff or social workers.

We observed the following trend in enquiries relating to cyberviolence:

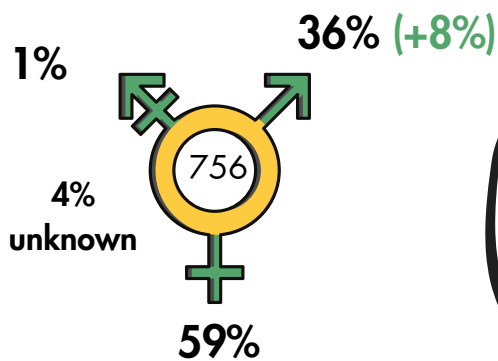
- Hate speech: refers to any form of expression that incites racist, xenophobic, homophobic, religious, cultural, sexist or otherwise discriminatory hatred or violence. We had 5 cases in 2025 and 10 cases in 2024.
- Cyberbullying: this refers to the deliberate insulting, threatening, humiliating or harassing of others using internet and mobile phone services over an extended period of time. We recorded 27 cases in 2025, compared to 35 in 2024.
- Cybergrooming: describes a process in which an adult, anonymously or under a false identity, builds a relationship of trust with a minor online over a prolonged period (weeks or months), with the aim of persuading them to engage in sexual acts (online and offline). In 2025, 5 cases were reported to us; in 2024, there were 11 cases.
- NCSII: refers to the act or threat of creating, publishing or sharing an intimate image or video without the consent of the persons depicted therein. In 2025, we recorded 8 cases here; in 2024, there were 7.
- Sextortion: refers to blackmail using material of a sexual nature (images, videos). The blackmailers demand money, e.g. via email, and threaten to send the images to acquaintances or upload them to platforms if payment is not made. In 2025, 56 cases were reported to us; in 2024, there were 51.

In these categories, we mainly received reports from young people or from third-party callers, i.e. adults calling on behalf of their children.

The category of cybercrime is an exception here, as it was mainly adults who contacted us. This primarily involves fake online shops, phishing emails, fraud, data theft through hacking, etc. These are issues that mainly affect adults rather than children and young people. We recorded 546 cases in 2025 and 352 cases in 2024.

No child should be left unheard

Below, we present some interesting facts at a glance. The changes shown always refer to a comparison with the previous year and apply to children, teenagers and young adults up to the age of 25 across all our services (Kanner-Jugendtelefon, Elterntelefon), Online Help, Chatberodung and the BEE SECURE Helpline (telephone only)).



What were the young people's concerns?

Psychosocial topics and health (36%) +1%
 Family problems (18%) +8%
 Counselling (18%) +2%
 Addiction/self-harming behaviour (11%)
 Relationships and love (10%) +1%

756 contacts

Most popular KJT service



KJT

Kanner-
Jugendtelefon



351 contacts

Changes in age categories

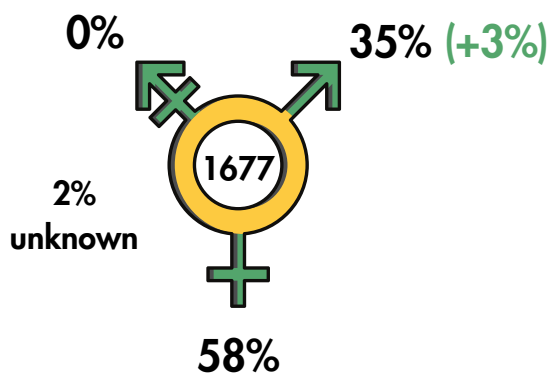


10-12 years old (+4%)

18-25 years old (+17%)

No child should be left unheard

Below, we present some interesting facts at a glance. The changes shown always refer to a comparison with the previous year and apply to all our contacts who have reached out via all our services (Kanner-Jugendtelefon, Elterentelefon (self-referrals), Online Help, Chatberodung and BEE SECURE Helpline (telephone only)).



What were the concerns of those seeking advice?

- Safer Internet (37%)
- Psychosocial topics and health (20%)
- Family problems (14%)
- Counselling (12%)
- School/training/employment (7%)
- Addiction and self-harming behaviour (6%)

1.677 contacts

- Safer Internet (**454 contacts**, 440 contacts came to us via the BEE SECURE Helpline)
- Psychosocial topics and health (**329 contacts**, almost half of these came to us via the Online Help)
- Counselling (**262 contacts**, 129 Online Help)
- Family problems (**221 contacts**, 37% 116111 (+4%), 33% Elterentelefon, and 19% Online Help)
- Abuse and violence (**121 contacts**, 34% came to us via the Online Help)
- Addiction and self-harming behaviour (**120 contacts**, 66% came to us via the Online Help (+7%))
- School/training/employment (**83 contacts**, 43% came to us via the 116111)

No child should be left unheard

Having addressed the topic of **abuse and violence** on the previous pages, we will now take a closer look at developments in the main categories of **psychosocial issues and health (including addiction and self-harming behaviour)**, as well as **family problems**.

It should be noted that multiple mentions of problems are possible.

Psychosocial issues and health, as well as addiction/self-harming behaviour (389 contacts related to these topics)

| Main category | Topic | 2022 | 2023 | 2024 | 2025 |
|--------------------------------------|------------------------------------|------|------|------|------|
| Psychosocial issues and health | psychological problems | 121 | 180 | 116 | 103 |
| Psychosocial issues and health | prank phonecalls | 40 | 29 | 38 | 83 |
| Psychosocial issues and health | fear / anxiety | 61 | 99 | 63 | 65 |
| Addiction/self-destructive behaviour | suicidal thoughts / intentions | 121 | 146 | 67 | 56 |
| Psychosocial issues and health | loneliness | 47 | 63 | 59 | 38 |
| Addiction/self-destructive behaviour | self-harm | 93 | 101 | 39 | 35 |
| Psychosocial issues and health | self-confidence | 61 | 63 | 26 | 25 |
| Psychosocial issues and health | grief / loss / death | 6 | 14 | 21 | 20 |
| Psychosocial issues and health | other personal issues | 20 | 27 | 19 | 18 |
| Psychosocial issues and health | boredom | 7 | 4 | 9 | 16 |
| Psychosocial issues and health | illness / disability / development | 22 | 19 | 6 | 16 |
| Psychosocial issues and health | body / appearance | 13 | 10 | 16 | 15 |
| Psychosocial issues and health | identity (e.g. transgender) | 9 | 4 | 28 | 10 |
| Addiction/self-destructive behaviour | anorexia / bulimia | 15 | 15 | 6 | 6 |
| Psychosocial issues and health | leisure activities and hobbies | 7 | 8 | 3 | 6 |

Family problems (234 contacts related to this topic)

| Topic | 2022 | 2023 | 2024 | 2025 |
|--|------|------|------|------|
| child-parent relationship | 183 | 166 | 138 | 151 |
| conflict between parents / divorce | 52 | 53 | 37 | 46 |
| prohibitions / rules / opinions | 27 | 22 | 22 | 27 |
| disadvantage / lack of support | 57 | 27 | 18 | 20 |
| addiction, mental health, physical illness of loved person | 20 | 16 | 8 | 20 |
| out-of-home care | 5 | 10 | 8 | 14 |
| sibling problems | 27 | 12 | 17 | 11 |
| others family | 11 | 7 | 12 | 8 |
| bereavement / loss of family | 6 | 7 | 10 | 7 |
| care / support of relatives | | 1 | 1 | 3 |
| problems of poverty | 3 | | | |

Public Relations



Our website www.kjt.lu provides access to all our various services. Access to the online help and chat counselling is via the website.

We also provide information on opening hours, public events, current projects and training for volunteers. Orders for our materials can also be placed via the website.

Feel free to follow us on [Facebook](#), [TikTok](#), [Instagram](#) and [YouTube](#). Here are a few examples of our posts.

DEIN ZIEL

- Angst & stressige Situationen besser bewältigen
- Kontrolle über dich & die Geschehnisse wieder zu erlangen oder zu behalten
- Eigene „Notfallbox“ oder „Werkzeugkoffer“ erstellen
- Sich von Sorgen zu entlasten

WICHTIG

Nicht alle Übungen passen zu jedem

Methoden regelmäßig üben, um eine Routine einzustellen

-> Desto vertrauter du mit einer Übung wirst, desto eher zeigt die Übung ihre Wirkung

Toolbox

8 Tipps gegen Angst

1. Atemmeditation
2. Rechen- und Zähltechniken
3. ABC des Wohlbefindens
4. Gedichte, Songtexte
5. Stop sagen
6. Bewegung
7. Imaginationsübung
8. Die 5-4-3-2-1-Übung

-> ES GEHT DARUM, GEZIELT DAS ZU TUN, WAS DIR GUTTUT !

KJT.lu

4 NÄTZLECH TIPPS ZUM SCHOULSTART

- Reviséier a strukturéier no all Kuer deng Notten
- Zeck net Froen ze stellen

KJT.lu

Maach dir net ze vill Drock wéinst Prüfungen

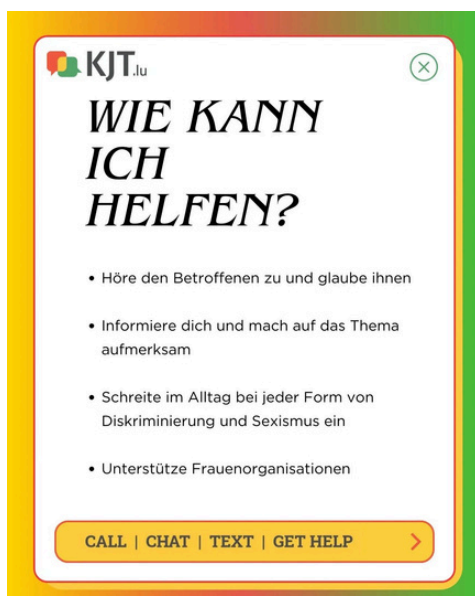
Erstell e Plang no dengem Tempo

KJT.lu

Public Relations



We regularly share stories and posts on our social media channels. We also highlight international holidays, publish uplifting quotes, provide information about our various services and offer exciting insights into our partners' projects. Our chat counsellors helped create the "Stop Violence against Women" post. The mental health sector is particularly close to our hearts.



Public Relations

DARKNESS INTO LIGHT LUXEMBOURG

We are proud to be taking part as a charity partner, alongside SOS Détresse and La Ligue Luxembourgeoise d'Hygiène Mentale, in the truly special event Darkness Into Light Luxembourg (DILL). The Darkness Into Light Walk takes place every May in Luxembourg. We set off in the early hours of the morning. Along the way, we noticed many tea lights and people who, in various ways, had experienced suicidal thoughts.

This event brings people together in a very special way, offering hope and courage. In 2025, too, we were thrilled by the number of participants and the commitment of the organisers. With this 'Walk of Hope', we aim to break the silence surrounding mental health issues by showing those who are struggling that they are not alone.

In 2025, the KJT was represented at this event by many ambassadors. Many people approached us at the stand and shared touching personal experiences. The proceeds from the walk, which are shared between the three NGOs, help us to produce materials for our public relations work.



Public Relations

SPECIALISED ARTICLES/INTERVIEWS

06.01.2025: 100,7 – KJT Kanner-Jugendtelefon (Sexual Identity)

20.01.2025: 100,7 – KJT Kanner-Jugendtelefon (Warning signs in adolescents)

20.01.2025: L'Essentiel – Victims «d'arnacœurs», they have lost more than 100 000 euros

29.01.2025: wort.lu – Many parents are reaching their limits: Where can they find help?

03.02.2025: 100,7 – KJT Kanner-Jugendtelefon (Sexting)

06.02.2025: woxx.lu – Mental health: Dangerous silence

11.02.2025: rtl.lu – How well are adolescents prepared for the dangers of the internet?

17.02.2025: 100,7 – KJT Kanner-Jugendtelefon (Anxiety)

28.04.2025: 100,7 – KJT Kanner-Jugendtelefon (Questions received via the Elterentelefon)

12.05.2025: 100,7 – KJT Kanner-Jugendtelefon (Fears about the future)

26.05.2025: 100,7 – KJT Kanner-Jugendtelefon (Digital Detox versus FOMO,
e.e. Fear of Missing out)

07.07.2025: 100,7 – KJT Kanner-Jugendtelefon (Feelings of pressure, stress and overwhelm)

02.08.2025: rtl.lu – Which scams circulate most frequently and how can people protect themselves?

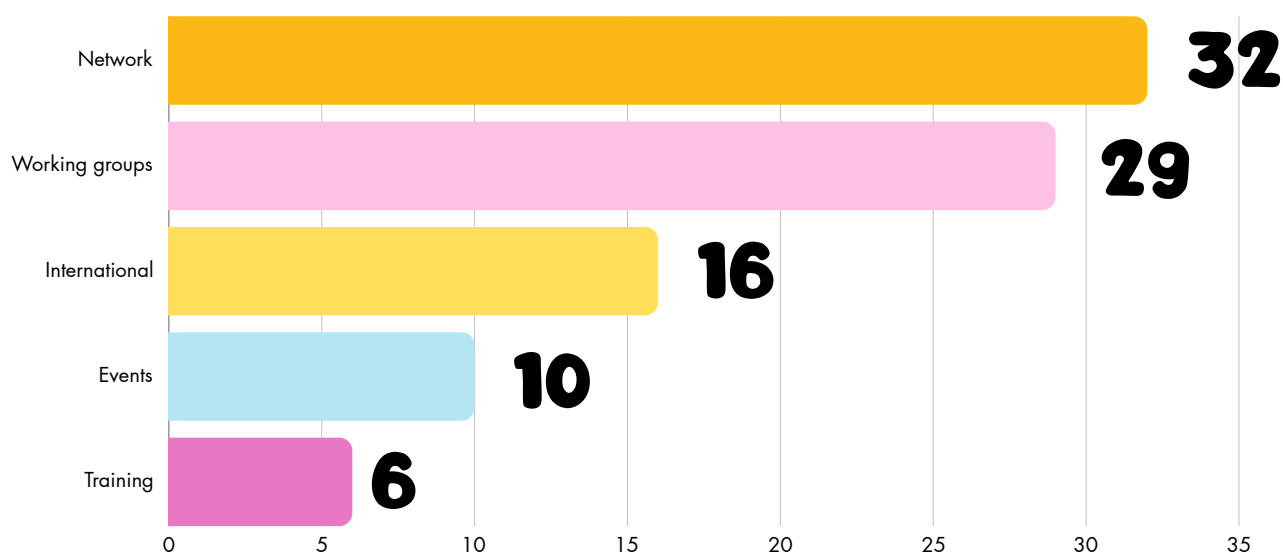
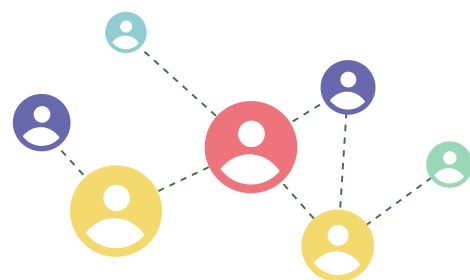
15.09.2025: 100,7 – KJT Kanner-Jugendtelefon (Leisure activities among adolescents)

26.09.2025: rtl.lu – When children are bullied or become bullies

27.10.2025: 100,7 – KJT (Diagnoses among adolescents)

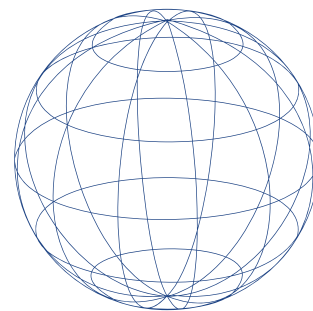
08.12.2025: 100,7 – KJT Kanner-Jugendtelefon (Questions about “Who am I / Who should I be / Who do I want to be?”)

(Inter)National Networking



In 2025, KJT continued to place great emphasis on national and international networking. This included regular exchanges with partner organisations, specific projects, participation in specialist meetings, training courses and awareness-raising initiatives, as well as learning from peers in both national and international contexts. Furthermore, KJT was once again active in numerous working groups and events. The large number of meetings demonstrates that many partnerships were continuously maintained and that regular exchanges took place.

(Inter)National Networking



Internationally networked: Stronger together for children and young people

KJT's services are integrated into the international arena. This requires active participation in meetings, as well as collaboration and professional development during these meetings (whether in person or online).

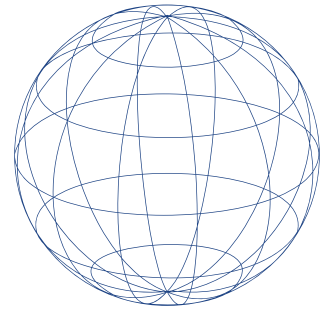


In 2025, we joined the International Network Against Cyber Hate (INACH), making INACH our newest cooperation partner. This means that KJT now has a competent partner in the field of online hate speech. This network complements our status as a “National Trusted Flagger” well and allows us to expand our expertise in this field. INACH’s vision is to achieve the enforcement of human rights on the internet through transnational cooperation. “The aim is to make the internet a more humane place” (quoted from Jugendschutz.net).



CHI is a global network that supports the establishment and operation of national helplines for children and young people and contributes to their quality assurance. CHI’s work is based on the principles of the UN Convention on the Rights of the Child (UNCRC), which emphasises children’s rights to privacy and protection from harm.

(Inter)National Networking



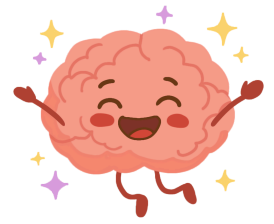
Insafe is a European network of national organisations whose aim is to promote awareness of safe and responsible internet use among children and young people. The BEE SECURE Helpline is part of the Insafe network, which participates in awareness-raising and educational projects. In line with the motto “Together for a better internet”, the members of this network collaborate at European level by exchanging information.

www.betterinternetforkids.eu

INHOPE

The internet knows no national borders. For hotlines to work effectively in the fight against online child sexual abuse, it is therefore important to be part of a global network. Within the network, which now comprises 54 reporting centres from 50 countries, the so-called hotlines can forward reports regarding content hosted domestically to the relevant INHOPE partner, including the BEE SECURE Stopline. This enables reports to be investigated in the country of origin and the material to be removed as quickly as possible.

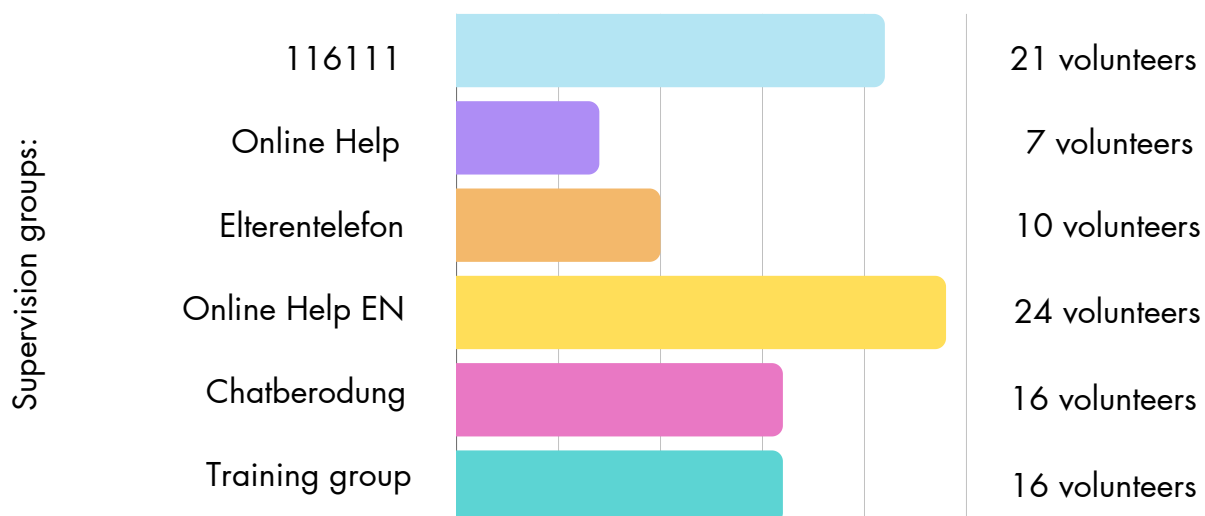
Training and Self-care for Volunteers



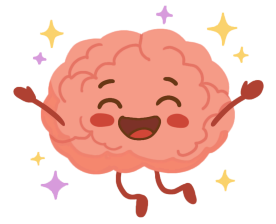
The training and professional development of volunteers is a core task of KJT. This is how we ensure the quality of our counselling. Volunteers, who are confronted with a wide variety of issues, are prepared for their counselling work and gain confidence in providing support. By choosing to work with KJT, they have embarked on a path of lifelong learning. Supervision, training and professional development are mandatory.

The exchange of professional experiences and working on case studies is an important part of the training, as this also allows concrete courses of action to be developed. Our training courses are tailored to the target audience and are interactive. We always try to respond to the needs and wishes of the participants as far as possible.

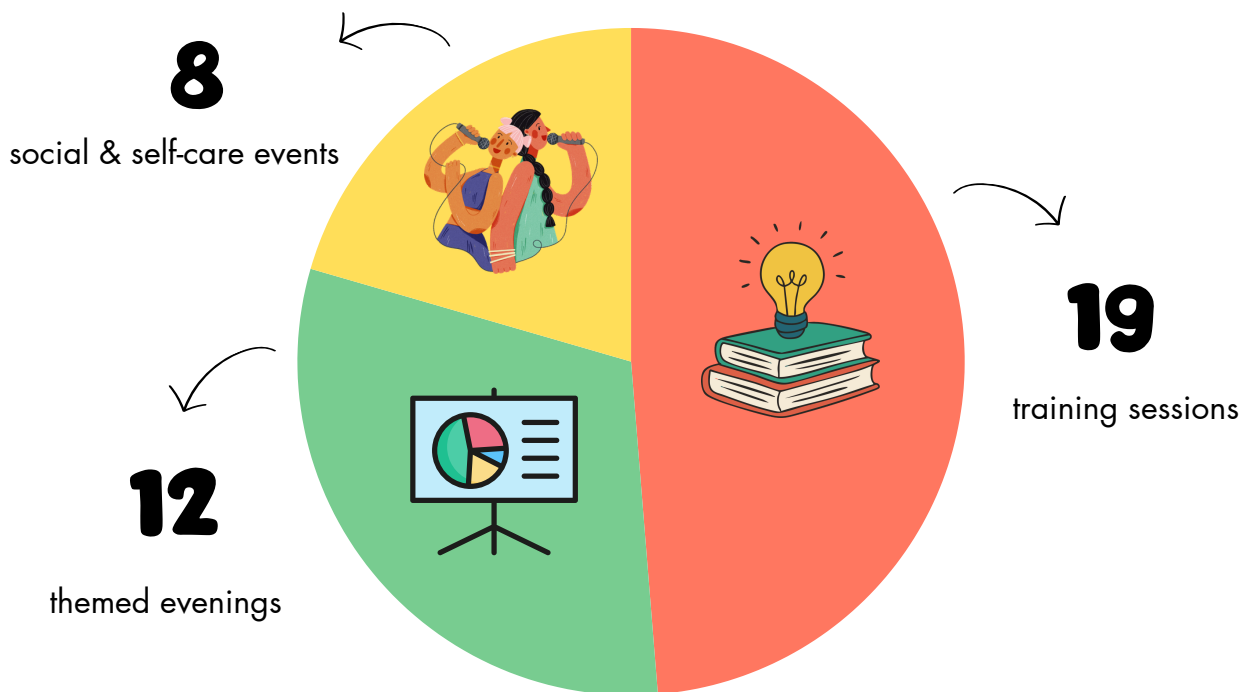
We currently have 8 different supervision groups. Due to their size, the supervision groups for the Kanner-Jugendtelefon and the English Online Help service are each divided into 2 sub-groups.



Training and Self-care for Volunteers



The sense of community, laughing together and enjoying special moments, is very important to us. Here is a list of the various themed evenings, training courses and social events we have offered this year. Some of our training sessions and themed evenings are also offered in English.



Helping others without losing sight of oneself, (Cyber)bullying, Depressive mood, Viewing challenges from a systemic perspective, I am me (self-esteem), Intercultural patterns, AI – what exactly is it?, Let's talk about interculturality!, My "house of life" has many rooms, Metaphors – symbols and figurative language, Abuse/ violence, Talking with each other?, Radicalization, Sexual diversity and queer ways of living, Understanding neurodiversity, Listening – dealing with complex conversational situations



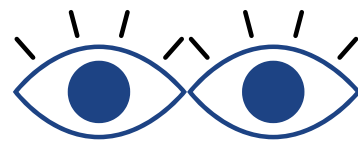
Alupse Cosmos, An Introduction to Mindfulness & Strengths-based practice, Introduction to gender diversity, Family law: specific divorce law & domestic violence, Highly conflicted parents – ORIBeHo introduces itself, Introduction to the Positive Parenting Program, Luxembourg school system, Polyvagal theory



Visit to the exhibition in Schengen, Barbecue, Qi Gong, Inside Flow, Karaoke, Dance into May, Visit to Cinqfontaines, Visit to the National Library (Bibliothèque nationale de Luxembourg)

Focus

Livingstone Declaration



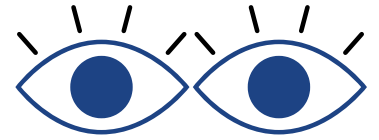
The **11th International Consultation of Child Helpline International** took place from 23 to 26 June 2025 in Livingstone (Zambia) and brought together representatives from more than 50 child and youth helplines worldwide. The aim of the conference was to share experiences and discuss future developments in the field of child protection and helpline work. Key topics included the use of artificial intelligence to support helpline work, the mental health of children and young people, and ways to make support services more accessible via social media and digital platforms.

Guided by the United Nations Convention on the Rights of the Child, various regional child rights instruments, and the Sustainable Development Goals, we recognize the indispensable role of child helplines in safeguarding these rights. We are inspired by the courage and resilience of children and young people, especially their bravery in reaching out to child helplines to share their worries, experiences, and to ask for help. We feel a deep responsibility to honour their trust by amplifying their voices, using them to inform our programming, and making them heard by those with the power to inspire, lead, and implement meaningful change.

In the face of evolving challenges – including the mental health crisis and its impacts on children and young people around the world, violence against children and online harms – we acknowledge the urgent need to strengthen and expand child helpline services globally



Livingstone Declaration



We, the members of the Child Helpline International network of child helplines, reaffirm our unwavering commitment to the rights and wellbeing of children and young people worldwide, on this occasion of the 11th International Consultation of Child Helplines in Livingstone, Zambia, June 2025.

1. Universal Access to Child Helplines

We commit to ensuring that every child and young person has access to a national, toll-free, multi-channel (where appropriate), 24/7 child helpline service. Recognizing that children and young people in over 50 countries currently lack such essential services, we pledge to engage with governments and policymakers, international organizations and donors, civil society and community leaders, and the technology and telecommunications sectors, to establish child helplines where none yet exist and strengthen existing ones, ensuring they are accessible across the communication channels used most by children and young people.

2. Child and Youth Participation

We will actively seek out and encourage the participation and engagement of children and young people in all initiatives pertaining to the development and operation of child helplines.

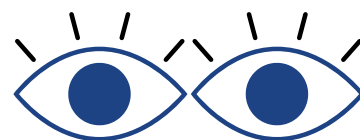
3. Prioritizing Mental Health and Wellbeing

Acknowledging the largest child and youth mental health crisis in decades, exacerbated by global political uncertainties and societal pressures, we commit to enhancing the capacity of child helplines to provide immediate psychological and/or psychosocial support, guidance and referrals. We will advocate for the integration of mental health services within national child protection systems, promote early intervention strategies and recognize the importance of youth mental health in the global brain economy.

4. Combatting Violence Against Children

Recognizing that violence in all its forms – physical, sexual, psychological and neglect – continues to affect millions of children and young people globally, we reaffirm our role in prevention, early detection and response. We will work to strengthen multi-sectoral collaboration, ensuring that child helplines are well-equipped to provide comprehensive support, including counselling and referrals to legal aid and social services.

Livingstone Declaration



5. Addressing Online Harms

In an increasingly digital world, shaped by rapid technological advances, we are committed to protecting children and young people from online risks such as cyberbullying, exploitation and abuse, and exposure to harmful content. We will enhance the digital capabilities of child helplines, provide specialized training to staff, and collaborate with technology companies to harness innovation and create safer online environments.

6. Harmful Traditional Practices

We reaffirm our commitment to ending harmful practices affecting children globally, including child marriage, female genital mutilation and child labour.

7. Upholding Human-Centred Care in the Age of AI

As the ongoing AI revolution is rapidly transforming every aspect of our lives, we will advocate for the ethical and responsible use of these technologies within child protection systems and child helplines; where AI must be developed with a safety-by-design approach that prioritizes transparency, accountability and the best interests of children and young people. While AI presents clear risks, it also offers significant opportunities to enhance children's wellbeing, and improve empathetic crisis support, service delivery and organizational development at child helplines. We will advocate for the careful integration and regular evaluation of AI tools to ensure they enhance child safeguarding rather than compromise it. We will actively collaborate with the tech industry to ensure that AI is used to complement and reinforce, but not replace, the vital protective role of trained professionals and volunteers. We will harness AI as a tool to explore the creation of a community-based social protection platform.

We reject all forms of war and aggression, and demand that leaders seek peaceful resolution to conflicts.

Outlook



As the activity report has shown, the challenges are growing, and KJT is rising to meet them. Whether it is the KJT division or BEE SECURE, both divisions will be addressing the topic of artificial intelligence in the coming years. The focus areas will differ, yet our shared goal will be to protect the mental health of children and young people as effectively as possible. At the same time, we will do this on the basis of counselling that values human dignity. We will train both professionals and volunteers in these areas and share our experiences, which represents another strength of KJT: 110 volunteers not only contribute to the various services, but also play a key role in driving new initiatives, thereby laying the foundation for change processes that continuously contribute to the improvement of our services. In addition to professional development, it remains a key priority to support our volunteers with mental health services and to celebrate successes together.

In 2026, a new service is set to be launched: the English-language Kanner-Jugendtelefon is to be opened. Existing services will be adapted to new developments and improved in terms of quality. In our small but excellent social media presence, we will continue to focus on mental health topics. Furthermore, we will take up opportunities as they arise and thus respond accordingly to new challenges.

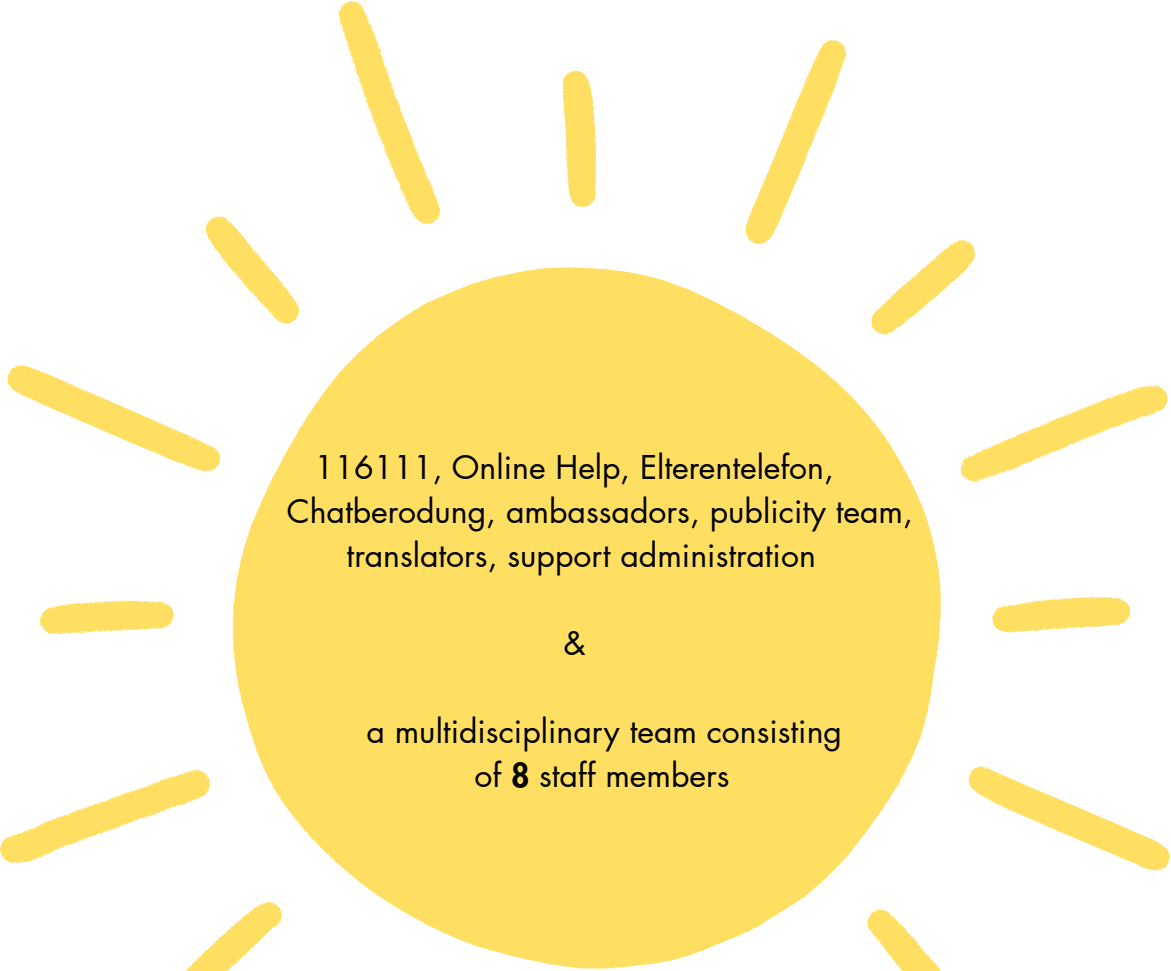
We look forward to welcoming you as a reader again in the coming year!
Please feel free to follow us on our website and social media.



Team

Full-time staff
and volunteers

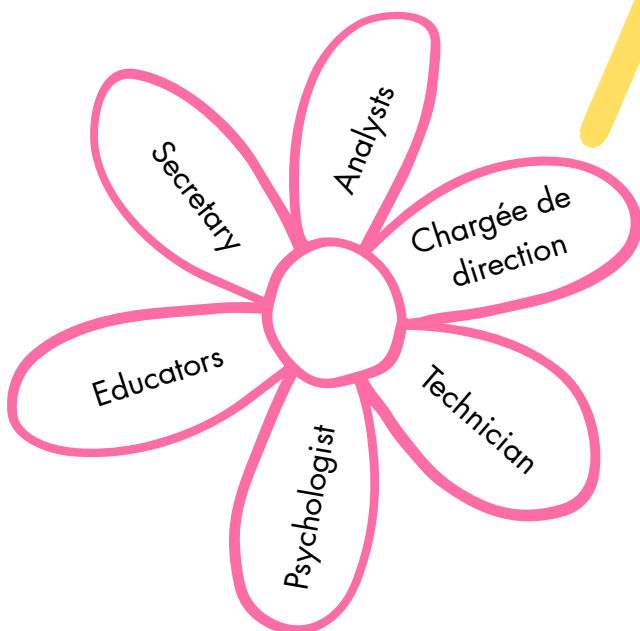
110
volunteers*



116111, Online Help, Elterentelefon,
Chatberatung, ambassadors, publicity team,
translators, support administration

&

a multidisciplinary team consisting
of **8** staff members



*Many of our volunteers are involved in a range of different areas.

Volunteering

Interested in volunteering?

All KJT volunteers take part in a basic training course. The basic training comprises 70 hours of training and approximately 50 hours of practical training.

The basic training is based on three pillars:

- The counsellor's basic approach and conversation techniques
- Psychological and educational knowledge
- Knowledge of counselling and support services in Luxembourg

The subsequent practical training consists of two phases:

- Observing conversations
- Conducting your first conversations under the supervision of a mentor

If you are interested or would like to find out more, please get in touch via the contact form on our website.

A new basic training course in Luxembourgish and English is expected to begin in 2027.



Donations



We would like to extend our heartfelt thanks to everyone who has supported the work of KJT through their donations. These donations sometimes allow us to explore new and unconventional avenues.

**If you would like to support us with a donation, here is our account number:
BCEELULL ; LU16 0019 1300 0412 6000 ; Caritas J ET F / KAJUTEL**

A big thank you also to everyone who has enriched the work at KJT this year with their incredible dedication. You have performed an important service for children, young people and their parents, and for society as a whole.

Stronger Together!



un service de



dans le cadre d'une convention avec



CAMF CSF AI 202504/01 & CAMF FSE AI 202504/01