



# Kinder- und Jugendtelefon Wiesbaden e.V.

**Nummer gegen Kummer e.V.**



## *Description:*

There are Children and Youth Telephones all over Germany. There are a total of almost 80.

The Children and Youth Telephone has been in Wiesbaden for 30 years.

Children and teenagers can call us from anywhere. The number is: 116 111.

It doesn't cost anything.

Whoever calls doesn't have to say who he or she is.

We don't tell anyone about what you said.

We express it this way: everything is anonymous and confidential.

You can also write an e-mail to our advisors.

You can find out more about this at [www.numberkummer.de](http://www.numberkummer.de).

We have an office in Wiesbaden. We will answer your calls from there.

Not all conversations are easy. Sometimes they make us sad.

Sometimes it's about big problems.

Our advisors can talk to others about this. But only with other advisors or with professionals who know a lot about problems and a lot about conversations. We call that "supervision".

We train advisors. We do that every year. There are currently around 35 advisors in Wiesbaden.

The city of Wiesbaden pays money for our work. The State of Hessen also gives us money. We also receive donations.

We use this money to pay our expenses, primarily rent and training.

We also pay the salary of our employee.

She supports the advisors and ensures that everything runs smoothly. She is the "coordinator".

## *Who we are:*

Anyone who wants to join can contact us. He or she must be at least 16 years old. But there are also older advisors. That is why our advisors are very diverse. They have different professions and interests. Some go to school or study. Others have a job and some are retired.

Our association has a Management Board. At the moment they are five people. The Management Board leads the association. Everyone works with us, joined us because she/he wants to help children and teenagers. They don't receive any money for their work. The only exception is the "coordinator".

*What we do:*

We advise children and teenagers on the phone. We do this from Monday to Saturday from 2:00 p.m. to 8:00 p.m.

Only teenagers advise on Saturday. When someone calls, that person knows: I am speaking to an advisor who is also young.

We hear very different worries and problems. Those who call sometimes have problems with their parents or with their brothers and sisters. Others have a fight with their boyfriend or girlfriend. It's also about problems with love. Others have concerns with their body and sexuality.

There are also very difficult issues. Sometimes someone says that he is beaten. Others say that they hurt themselves. There are also phone calls that deal with sexual abuse.

There are also calls that are hoaxes: children or teenagers call but have no problem at all. They just want to have a little fun. Sometimes they want to get rid of a bad mood or just want to annoy us. Our advisors have to adapt to many people. And they also have to react quickly.

Every phone call is new and different.

All advisors respond very personally to the callers. They pay attention to what is being said. They try to be of help.

They discuss with the caller what might be the best course of action.

Sometimes they give advice. Sometimes they can give comfort.

It is good if the caller comes up with ideas that could help him.

Whoever calls us does not give a name. We don't ask for an address or phone number. The call is also not shown on the parents' phone bill. That is why many children and teenagers dare to call. We are not allowed to speak to anyone about the calls, with the exception of other advisors. We can also talk to people who help us with supervision. But no one is allowed to tell anything about a call.



*How can I participate?*

We are looking for people who want to work with us. First we talk to those who are interested. Then training follows. It takes about one hundred hours. Sometimes appointments are on Saturdays, sometimes evenings during the week.

Our advisors learn what problems children and teenagers have. They learn how to deal with these problems. They should like working with children and teenagers. They should be able to work under pressure. They should tolerate other opinions and be able to listen well.

*Contact:*

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