

NO TOPIC IS OFF-LIMITS!

De Kindertelefoon and the **Alles Oké? Supportlijn** provide support to **children (8–18 years old)** and **young adults (18–25 years old)**. Our 700 well-trained volunteers are here to listen and provide support through phone calls and chat. Topics of conversation can range from **falling in love to emotional challenges**. Children and young adults are welcome **to discuss anything that is on their mind**. Our services are free of charge and confidential. Additionally, **De Kindertelefoon** provides a safe space where children can support one another through a popular online forum. Thanks to **De Kindertelefoon** and the **Alles Oké? Supportlijn**, children and young adults always have someone to talk to.



Alles oké?

SUPPORTLIJN ●●●

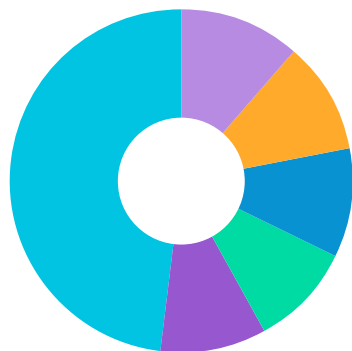


Emotional problems are a major topic for forum users and in conversations.



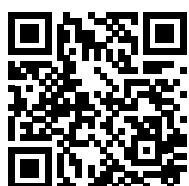
Age distribution

8-9 years	7,7%
10-12 years	43%
13-15 years	38,3%
16-17 years	11%



Main topics (chat and phone)

Sexuality	11,4%
Emotional problems	10,8%
Home & Family	10,1%
Relationships & Love	9,9%
Bullying	9,8%
Other	48%



Scan the QR code to read our annual report!



GENUINE CONNECTION

With us, children experience a genuine connection. They are listened to, free to be themselves, and able to talk about anything. Our conversations are confidential. Our volunteers help children express their feelings and increase their self-awareness, empowering them to rely on their own strength. When needed, we provide information and connect them to appropriate resources or professional support.

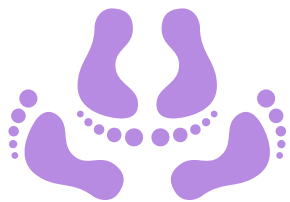
Conversation distribution



In 2023, the majority of contacts were made by **boys (42%)**, followed by **girls (35%)** and **groups (22%)**. In addition, **1% identified as non-binary or transgender**.

MORE THAN ONE THOUSAND CONVERSATIONS DAILY

Every day, we have over one thousand conversations via phone and chat. Children can talk to De Kinder Telefoon about anything, from feelings of insecurity to difficult home situations. But they also regularly call or chat about something fun, such as a joke or a song. De Kinder Telefoon takes every child seriously and believes it's important that they can talk about everything. This includes sharing a laughter or experimenting with conversations. Our volunteers let children know they are always welcome to ask or talk about more serious topics besides a joke. We keep these conversations short, so we can assist as many children as possible. Want to know more? Scan the QR code to access our annual report (in Dutch).



Sexuality is the most-discussed topic on our forum.



Main topics (forum)

Sexuality	30,2%
Emotional issues	19,6%
Relationships & Love	13,3%
Body & Health	9,6%
Home & Family	5,9%
Other	48%



"It feels good to be there for other young people and help them take a step in the right direction."

FOR YOUNG PEOPLE, BY YOUNG PEOPLE

Children can chat with young volunteers (16–18 years old) every day between 6:00 PM and 8:00 PM. Sometimes, children feel more comfortable talking to someone their own age. For this group we offer the jongerenchat. In these conversations, volunteers may share their experiences and opinions—only if both parties feel comfortable doing so.



De Kindertelefoon is entirely demand-driven. It's crucial for us to understand what is going on among young people so we can better align with their world. That's why we have a Youth Council, which helps us stay in touch with what is happening in society. They actively discuss developments, think about improvements, and help us determine the best way to reach children and young people. We also rely on our online youth panel, which includes around 200 participants, allowing us to test ideas and gather insights more broadly.

OUR FORUM

For over 10 years, our forum has been a safe space for young people to share experiences, offer support, and provide advice. Every year the forum attracts more than one million unique visitors. Young people use it to share their thoughts and find support, especially on sexuality and emotional problems.

Need a virtual hug? The forum's 'four-leaf clover' symbol represents love, trust, happiness, and hope.

Alles oké?

SUPPORTLIJN ● ● ●

The Alles Oké? Supportlijn

The COVID-19 pandemic acted as a catalyst for pre-existing problems among young adults. This group also needs a safe space to share their stories.

That is why, in 2021, De Kindertelefoon launched the Alles Oké? Supportlijn for young adults aged 18–25. Since its launch, over 60,000 conversations have taken place.

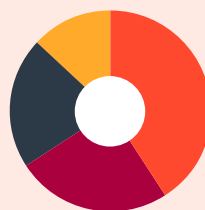
Conversation distribution



Most conversations with young adults were with **women (61%)**, followed by **men (38%)**. Additionally, **1% identified as non-binary or transgender**.

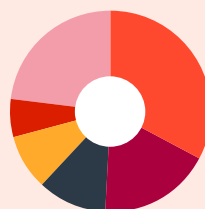
Emotional issues

Since the launch of the Alles Oké? Supportlijn, emotional problems have been the most-discussed topic. Nearly a third of conversations with young adults was about this topic. Recurring topics include long waiting times for mental health care, loneliness, stress, and thoughts of self-harm. Young adults who contact us often express feelings of being unheard or misunderstood in their environment. Shame or fear of judgment can also play a role. This sentiment is reflected in other common topics, such as relationships, sexuality, family, and body image.



Age distribution

18-19 years	41%
20-21 years	25%
22-23 years	21%
23-24 years	13%



Main topics (chat and phone)

Emotional problems	33%
Relationships & Love	18%
Sexuality	11%
Home & Family	9%
Body	6%
Other	23%

Alles Oké? Supportlijn • Newtonlaan 83, 3584 BP Utrecht • 030 34 104 00 • info@allesoke.nl



@allesokesupportlijn



@allesokesupportlijn



Allesoke.nl



0800-0450



@Alles Oké? Supportlijn

WE GIVE CHILDREN AND YOUNG ADULTS A VOICE

A lot of children and young adults actively share what is on their minds with us. This is what makes us unique. That is why we regularly conduct research based on anonymised data. We examine what is going on in the lives of children and young people and look for signals about topics that are relevant or current at that time. By sharing these insights with society, we give children and young adults a voice. For example, we have conducted research on topics such as online behavior, gaming, substance use, and other current affairs. Visit kindertelefoon.nl/news for our latest research!

OUR VOLUNTEERS

We would be nowhere without our 700 volunteers. They are invaluable to us! Thanks to them, we are available 365 days a year: from 11:00 AM to 9:00 PM for children, and from 2:00 PM to 10:00 PM for young adults. We train almost 400 volunteers every year. With extensive training in communication skills, combined with personal guidance at the start, our volunteers become excellent listeners. They are then given plenty of opportunities to continue to develop themselves through e-learnings, workshops, and skill-building sessions. Volunteers say that the communication skills they have learned, along with their experience talking to children, are incredibly valuable for their future careers and personal lives. In this way, both De Kindertelefoon and the Alles Oké? Supportlijn make an important contribution to society by training and supporting volunteers.

De Kindertelefoon • Newtonlaan 83, 3584 BP Utrecht • 030 34 104 00 • landelijkbureau@kindertelefoon.nl



@dekindertelefoonnl



@kindertelefoon.nl



kindertelefoon.nl



0800-0432



@Stichting De Kindertelefoon