



The "Nummer gegen Kummer" Child and Youth Helpline

Overview

"Nummer gegen Kummer" (NgK), translating to "Number Against Worries," is a German non-profit organization offering free and anonymous telephone services to children, teenagers, and parents. Established in 1980, it has become one of the most extensive counseling networks in Germany, providing support for various topics and challenges.

Service Offered

1. Child and Youth Helpline (Kinder- und Jugendtelefon)

Hotline Number: 116 111

Office Address: Rooseveltstraße 3, 35394 Gießen (the location where phone calls are made is secret)

Availability: Monday to Saturday, 2 PM to 8 PM

Target Group: Children and adolescents seeking assistance with issues such as family conflicts, bullying, mental health concerns, and more.

Features:

- - Anonymous and free of charge
- - Staffed by trained volunteer counselors
- - Provides a safe space to discuss any topic without judgment

2. Other services: Online Counseling for Children and Adolescents, Parent Telephone (Elterntelefon) and Helpline Ukraine

Volunteer Engagement

NgK's services are powered by approximately 3,500 trained volunteers across Germany. These volunteers get special training to provide empathetic and effective support to callers. Their work ensures that NgK can offer its services consistently and maintain high-quality counseling standards.

Recent Developments

As of March 2025, the Berlin network of 'Nummer gegen Kummer' faces potential closure due to funding cuts by the city's education administration. This development threatens the availability of both the Child and Youth Helpline and the Parent Telephone services in the region.