

N.3/2014– 5 DECEMBER 2014

EDITORIAL

It's the first time at international level that a **great attention** is given to **volunteers** and **professionals of helplines**, to their **motivations and values**, to their **accomplishments** and **satisfaction** in being part of the TES community.

This is in a few words the **TESVolSat** survey, developed thanks to the EU funding **Grundtvig**.

Your participation will enable to identify where **improvements** can be made and provide information to enhance TES reputation at **international level**. The survey is open till **31 December 2014**, don't miss this opportunity to **speak your voice!**

What we are preparing for you In 2015:

IFOTES Newsletter changes, this is the last edition that you receive it in this format. Starting from 2015 **IFOTES website** will be the main **channel dedicated to TES community** to get news, find information about the coming congress, download speeches and videos in **several languages**.

IFOTES newsletter keeps on going in a different style, it will be addressed to TES directors and trainers to **deepen specific topics of TES interest** and to promote the exchange and the knowledge of best practices in TES. Therefore volunteers and professionals will have two complementary communication tools to stay connected with IFOTES work and be informed about developments. We hope that we can even better meet your needs in this way!

Thank you for the attention that you have reserved so far and keep on following us!

Diana Rucli and Elena Misdariis
IFOTES office

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TESVolSat Survey on Satisfaction and Motivation of TES Volunteers and Professionals

The survey has been launched at the beginning of November and will last until the end of December 2014.

In the first month 2,865 people have filled the questionnaires,

corresponding to 13% of the community of TES volunteers and professionals.

We believe that we can further improve this figure and have an even more significant outcome, with a larger number of people taking part in the survey. Therefore the deadline for completing the online questionnaire is extended to 31 December 2014. To know more visit IFOTES web-site

www.ifotes.org/what-we-do/projects/tesvolosat



Please, take part in the survey!

The questionnaire is available in 8 languages:

[English](#) [Français](#) [Deutsch](#) [Italiano](#) [Dutch](#)
[Magyar](#) [Español](#) [Suomi](#)

Talking it over

Un Mal des mots – short film on listening

Tina Duvivier has prepared a very **special video on listening** for S.O.S. Amitié available from the **15th December** on www.ifotes.org

Thank you Tina for this Christmas gift !



UN MAL DES MOTS.

S.O.S Amitié

Data from IFOTES Survey 2014

Member Federations provided their 2013 data. The global report with details will be soon uploaded on IFOTES web-site. Here are some first figures on general topics:

IFOTES presently has **31 members** with a total **339 centres** in **23 countries**.

The number of phone **calls** answered in 2013 is more than **4 millions and 7 hundreds**, while emails and chat sessions are about 125,000.

The majority of callers are **women (60%)** and the highest percentage (**23%**) of the total callers is **between 45 and 55 years**.

The **main issues** in calls are emotional support related (74%), suicide (5%), abuse and personal safety (5%), practical issues (10%), prank calls (6%).

The **listeners** are more than **21,000** and professionals about 900. The majority of listeners are **women (67%)**, and the highest percentage (**23%**) is **between 45 and 55 years**.

Exchange of knowledge and best practise in IFOTES helplines

At the beginning of its mandate in 2013 the IC members identified 4 subjects of interest for helplines:

- Listening callers with mental disorders
- Frequent/repetitive/mega callers
- On line counselling
- Listening to loneliness
- Suicide prevention

4 working groups were established to share knowledge and discuss possible developments. The aim is to make visible the common challenges and also the differences, to get inspired, to learn from each other and maybe even to spot some important workshop themes for the next congress. The final reports will be available to member Federations.

#FundaMentalSDG initiative

According to the new report by WHO, suicide is preventable and mental health disorders are treatable, and yet because they are not addressed adequately over 800,000 lives are lost to suicide annually.

Suicide is the second leading cause of death globally for youth aged 15-29. It is a major public health problem. The World Federation for Mental Health invites other organizations to support

#FundaMentalSDG in asking the United Nations to include a specific mental health target and two indicators in the critical post-millennium agenda.

WFMH urges you to support this important initiative—visit www.fundamentalsdg.org/show-your-support to take action.

For more information, see www.fundamentalsdg.org; www.facebook.com/fundamentalsdg; and twitter.com/FundaMentalSDG, and be sure to use hashtag #FundaMentalSDG in communications efforts.

Coming soon



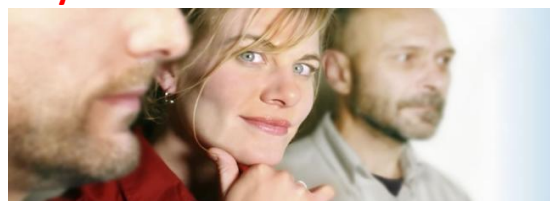
Video of Prof. Sedmak's

The power of vulnerability

IFOTES Congress Gothenburg 2013

soon available on IFOTES Website

Stay connected to IFOTES website



2015 new contents and videos!

Next release

Interview with Philippe Pozzo di Borgo

recorded for IFOTES Congress Gothenburg 2013

Merry Christmas and Happy New Year 2015 to all our members and volunteers!

