



## Online counseling for youth workers and young people

Anni Marquard

We are not lost in online spaces but the digital universe gives us new challenges and new ways to navigate life. Digital spaces where we can easily find each other and meet others who can help us if life becomes too difficult. We navigate online alone but meet easily with others in a digital community that can mirror and reflect on the difficult youth life. In Denmark we have worked with social IT and online consulting since 2004 and have really good experiences with this. 600,000 users visit our digital youth counseling annually. Our consulting services have 7 paid social workers and almost 100 volunteers who ensure the young's online security and offer online counseling every day of the year 24/7/365.



Anni Marquard is the originator of Centre for Digital Youth Care (CDYC) and has been running CDYC since its establishment in 2004. Her educational background is within pedagogy, new media, project management and marketing. Anni has worked with children, teenagers and the new media as well as with online counselling since 1997 at Children's Welfare, Youth Welfare and YMCAs Social Work.