



**“I don't know what
to do any more...”**

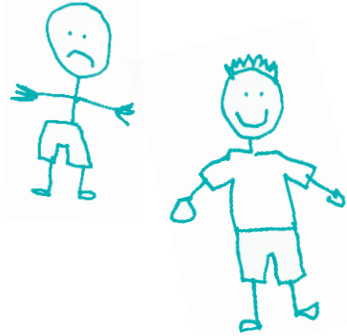


Contact the Office national de l'enfance



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère de l'Éducation nationale,
de l'Enfance et de la Jeunesse

all Kand zielt
OFFICE NATIONAL DE L'ENFANCE



Who is the Office national de l'enfance?

The Office national de l'enfance (ONE), the National Office for Children, is a department of the Ministry of National Education, Children and Youth. The ONE puts in place measures to help children and families. In cooperation with the child and family aid services, the ONE provides aid that meets the needs of the child and/or the family to improve their situation.

Why turn to the Office national de l'enfance?

- A team of child and family aid professionals is at your **beck and call**.
- Various child and family aid services can **provide support** for your efforts.
- Intervention Project Coordinators are at your disposal to devise an intervention project and **provide** aid suitable to your situation.
- ONE guarantees continued aid and **monitoring** throughout the year.
- Several regional offices with weekly permanence without appointment are at your disposal (addresses provided at www.one.public.lu).
- The aid measures provided are **financed by us**. A financial contribution may be requested depending on the revenues and expenditures (rent, loan, alimony, etc.) of the household.
- You are free to **stop** the aid measures at all times.



What forms of aid and support do we provide?

Help in the family

Support by a family welfare worker

You can no longer manage the day-to-day tasks of family life?

A family welfare worker can come and help you manage daily care and domestic tasks until your family situation improves.

Support through psychological, social or education help in the family

Your children don't obey you anymore? Having problems finding your place as a mom or dad? You do not know how to set limits or show your children support?

A psychological, social or education aid worker can help you find the answers to the educational (reach agreements, lay down rules, be consistent) and relational needs (how to express love and affection, convey a sense of security and protection) of children and young people. Help in the family supports also families and young people with their day-to-day organization (meet needs, provide care, structure and rituals) and clarifies the tasks and responsibilities of everyone in the family. The situation can thus improve so that every member can find his or her rightful place in the family.

Aid outside the family framework

Some difficult situations such as illness or hospitalization can prevent parents from taking care of their child temporarily.

During this period, the child can be welcomed and supported in an appropriate manner either in a home for children, or in a foster family for the time it takes the parents to recover and regain control of their life.

Psychological or psychotherapeutic counselling

Are your children going through a difficult period? Do they feel good about themselves? Are relations in the family, with their siblings and others complicated?

Psychological and psychotherapeutic counselling can provide support for relational and/or behaviour difficulties.

Support by early remediation, psychomotor education, occupational therapy or speech therapy

Does your baby cry a lot? Does s/he stay awake at night? Does your child find it difficult to get dressed on his or her own or eat without help? Does s/he seem clumsy? He is often wound up or conversely he is too calm. Is s/he late in speaking and writing?

Support through early remediation, psychomotor education, occupational therapy and speech therapy can help meet the individual needs of your child, provide support for his or her development and thus prevent failure at school and social exclusion.



More information?

By telephone: 24 77 36 96

Call Monday to Friday, 8:30 AM to 5:30 PM,
to get information or to make an appointment.

Regional offices

By appointment during the permanence
(addresses and times of permanence posted
on www.one.public.lu)

By e-mail

one@one.etat.lu

On our website

www.one.etat.lu or www.guichet.lu
(family social welfare measures)



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère de l'Éducation nationale,
de l'Enfance et de la Jeunesse

all Kand zielt
OFFICE NATIONAL DE L'ENFANCE

Office national de l'enfance
3-5, rue Auguste Lumière
L-1950 Luxembourg
Tél. : 24 77 36 96
Fax : 24 77 36 99
one@one.etat.lu
www.one.public.lu