



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

English version of the *Système éducatif* (Men.lu)

Support and assistance

Aide et assistance

Support and assistance

I.How to apply and who can apply (ONE)?.....	4
Assistance measures for families	7
Psychological, social or educational assistance for families	8
Psychological counselling or psychotherapy	10
Assistance through early special education, psychomotricity, occupational therapy and speech therapy	10
Service Treff-Punkt.....	11
Assistance outside the family environment.....	12
Access for ONE beneficiaries to their personal file	17
II.Assistance for adoption	19

Support and assistance

Contacts

Service d'aide à l'enfance du ministère

Phone. : (+352) 247-75229

E-mail : info@men.lu

Office national de l'enfance (ONE)

Phone. : (+352) 247-73696 (8.30am - 05.30pm)

E-mail : one@one.etat.lu

The guidelines of the European Convention on Human Rights and of the United Nations Convention on the Rights of the Child govern the relief measures for children and young adults in distress as well as for their families and the general rules for adoption.

It is in the « best interests of the child» (article 3 of the Convention on the Rights of the Child) that public administrations and contracted providers implement these assistance measures. It is also in the best interests of the child that the Ministry processes adoption requests in Luxembourg.

Child care

How to apply and who can apply (ONE)?

Contacts

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Publication

Dépliant de l'Office national de l'enfance (Folder of the Office national de l'enfance)



Access to the various assistance measures is available to children and young people as well as to their relatives either after submitting the relevant application form by phone or through personal contact at one of the Office's regional desks.

Who can benefit from assistance measures?

Every child or young adult (from 0 to 27 years) residing on Luxembourg territory may benefit from assistance measures.

In order to obtain such support, children and young adults must:

- encounter difficulties in their physical, mental, psychological or social development;
- find themselves in physical or moral danger ;
- or risk social exclusion.

Who can apply?

Applications for assistance measures can be submitted by various persons:

- the child ;
- the young adult ;
- a member of their family or relatives ;
- a professional party ;
- any other person or institution.

How to submit an application?

There are three means to submit applications:

Through a form

The applicant can fill out a FG 1 form (application for ambulatory assistance or support):

- Demande d'aide ou de soutien ambulatoire (formulaire FG 1) (pdf - 1698 Ko)
- Antrag auf ambulante Hilfe oder Unterstützung (Formular FG 1) (pdf - 1698 Ko)

The written application is a first contact between the Office national de l'enfance (ONE) and the applicant/beneficiary. The applicant will be contacted as soon as possible to be guided towards the competent child and family care services or to be invited to a personal meeting. The assistance measures are documented in an intervention project prepared together with the child or the young adult and their family (or legal representative).

By phone

Between 8.30am and 17.30pm from Monday to Friday to obtain information or make an appointment:

- (+352) 247-73696

Through a regional office of ONE

Tuesday afternoons from 01.00pm to 05.00pm

- Differdange
- Esch-sur-Alzette
- Luxembourg
- Grevenmacher
- Nordstad
- Wiltz

Professionals (psychologists, social workers and educators) in these offices act as coordinators for the intervention projects. Their mission is to:

- meet the children and families after an application in order to clarify their needs;
- implement the assistance measures together with the beneficiaries and their families and coordinate the implementation of these measures with the various parties of the child and family care sector ;
- assess existing assistance measures and if applicable propose different measures that are better suited for the family situation.

Who is paying for the assistance?

The various assistance measures are funded by the ONE if the ONE validates the intervention project with the proposed measures prior to its start. Financial contributions from parents can be requested based on the income and expenses (rent, loans, alimonies ...) of the household.

For further details regarding the calculation of the financial participation please refer to the [règlement grand-ducal du 17 août 2011](#) (grand-ducal regulation of 17 August 2011) amended by the [règlement grand-ducal du 15 mars 2017](#) (grand-ducal regulation of 15 March 2017) specifying the funding of social assistance measures for children and families.

How do we protect your personal data?

Since the launch of the Office national de l'enfance (ONE) in 2011, protection of personal data is a major issue. The ONE warrants the protection of your privacy and your personal data.

The form that you are submitting for your application contains personal data, which are processed by the ONE in accordance with the law of 16 December 2008 on relief measures for children and families and the pertaining grand-ducal regulations.

In accordance with the [Règlement \(UE\) 2016/679](#) (Regulation (EU) 2016/679) on the protection of individuals with regard to the processing of personal data and on the free movement of such data, you have the right to access, correct, delete and restrict the processing of your personal data as well as a right of opposition and transfer regarding your personal data.

To exercise such rights, you need to send an e-mail together with a copy of your ID card to our data protection officer at dpo@men.lu.

or a registered letter to the Ministry's data protection officer:

Le délégué à la protection des données
Ministère de l'Éducation nationale, de l'Enfance et de la Jeunesse
L-2926 Luxembourg

Further information on our rules and data processing as well as your rights are detailed in the personal data protection agreement available in French and German below.

Assistance measures for families

Contacts

Service d'aide à l'enfance du ministère

Phone. : (+352) 247-75229

E-mail : info@men.lu

Office national de l'enfance (ONE)

Phone. : (+352) 247-73696 (8h30 - 17h00)

E-mail : one@one.etat.lu

Practical

- [Who can request assistance and how?](#)

Assistance for young high school students and families

- [CePAS - Centre psycho-social et d'accompagnement scolaires](#)
- [SePAS - Service psycho-social et d'accompagnement scolaires](#) (in every High schools)

In order to support families experiencing difficulties in their everyday life, several types of assistance measures are available. After contacting the Office national de l'Enfance, which can provide partial or complete funding for these measures, families are guided towards the providers who best meet their needs.

Assistance of a social worker for families

Are you unable to manage the daily tasks of family life ?

A social worker for families can help you to better deal with daily household work until your family situation has improved.

Service providers

- Service aide familiale (Arcus asbl) (Service for assistance to families)

Psychological, social or educational assistance for families

Your children don't obey anymore? You experience difficulties finding your place as a parent? You don't know how to set limits or show your support for your children?

Psychological, social or educational assistance can help you get the solutions to the educational needs (find agreements, set rules, be consistent) and the emotional needs (show love and affection, provide a feeling of safety and protection) of children and adolescents.

This assistance designed for families is also available for families and young people in their daily organisation (supporting needs, care, structure and rituals) and determines the tasks and duties of every family member. This can help improve the family situation so that every member is able to find his or her place in the family.

Service providers

- Anne asbl - [SESAM](#), [SIPO](#)
- [ARCUS asbl](#) - [Assistance familiale](#) ; [Service Betreit Wunnen](#); [Placement familial](#)
- Fondation Lëtzbuerger Kannerduerf - Antenne familiale
- La Main Tendue Angela asbl - Assistance psychique, sociale ou éducative en famille
- PHOENIX asbl - Assistance familiale
- [Act Together asbl](#) - [FamillesPlus](#)
- [Caritas Jeunes et Familles asbl](#) - Service FARE SUD ; Service FARE NORD ; Service SLEMO
- [Croix Rouge luxembourgeoise](#) - [Families First](#) ; [Familjenhëllef](#) ; [Service Perspectives](#) ; [Service placement familial](#)
- [Ensemble GmbH](#) - Jugend-und Familien Hilfe
- [EPI asbl](#) - [Follow Up](#)
- [Fondation APEMH](#) - [SCAF](#)
- [Fondation Caritas Luxembourg](#) - [Service Educ'actif](#)
- [Fondation Lëtzbuerger Kannerduerf](#) - [Antenne familiale](#)
- [La Main Tendue Angela asbl](#) - [Assistance psychique, sociale ou éducative en famille](#)
- [Phoenix asbl](#) - Assistance familiale
- [Fondation Kannerschlass](#) - [Service ambulatoire / PAMO](#) ; [Service ambulatoire / SLEMO](#)
- [Fondation Maison de la porte ouverte](#) - [Service suivi Don Bosco](#)
- Initiativ Liewensufank asbl - [Service d'aide précoce](#)
- [Objectiv Famill asbl](#) - Objectiv Famill
- [Solidarité Jeunes asbl](#) - [Haus 13 Centre](#) ; [Haus 13 Nord](#) ; [Service familial](#) ; [Service LSE](#)
- [TELOS](#) – Education asbl - SynAIRgie

Psychological counselling or psychotherapy

Your children are going through a difficult time? They are not feeling comfortable in their own skin? Their relations with the family, siblings or with third parties are complicated?

Psychological counselling or psychotherapy measures may help them overcome their relationship and behavioural difficulties.

The following services provide a first session free of charge and may request some financial participation thereafter:

- [List of independant service providers](#) (pdf, 45 Ko)
- [elisabeth](#) - outpatient assistance for children, adolescents and families
- [Fondation Lëtzebuerger Kannerduerf](#) - [Antenne familiale](#)
- [ARCUS asbl](#) - [Service de consultation psychologique et psychothérapeutique « Berodungsdéngscht »](#)
- [Caritas jeunes et familles](#) - [Institut St Joseph](#)
- [Pro Familia](#)
- [EPI asbl](#) - Service - [Service psychologique](#)
- [AFP Solidarité Familles](#) - [Erzéhungs-a Familjeberodung](#)
- [Fondation Kannerschlass](#) – outpatient service
- [La main tendue asbl](#)
- [Croix-Rouge luxembourgeoise asbl](#) - [Psy-Jeunes](#)
- [Solidarité jeunes asbl](#)

Assistance through early special education, psychomotricity, occupational therapy and speech therapy

Your baby cries a lot and does not sleep at night ? Your child has difficulties to get dressed alone or eat without help? He or she seems clumsy and is frequently agitated or else is too quiet? He or she seems to have difficulties to develop speech and writing skills?

An early support through special education, psychomotricity, occupational therapy or speech therapy can help to meet the individual needs of your child, to guide the child's development and so prevent him or her from dropping out of school and society.

Service providers

Orthopédagogie précoce (early remedial education)

ONE service providers

- [SIPO](#) (Anne Asbl)
- [Service Sesam](#) (Anne asbl)

Other service providers

- [Service de rééducation précoce asbl](#)
- [Service de consultation d'aide pour troubles de l'attention, de la perception et du développement psychomoteur](#)

Psychomotricity and occupational therapy

ONE service providers

- [Liste des intervenants libéraux](#) (pdf, 569 Ko)

Other service providers

- [Association luxembourgeoise des psychomotriciens diplômés](#)
- [Association luxembourgeoise des ergothérapeutes diplômés](#)

Speech therapy

ONE service providers

- [Liste des intervenants libéraux](#) (pdf, 335 Ko)

Other service providers

- [Centre de logopédie](#)
- [Services audiophonologiques](#)
- [Association luxembourgeoise des orthophonistes](#)

Service Treff-Punkt

The « Service Treff-Punkt », which was created in 1997 and the service [Maisons d'enfants de l'État](#), are locations where the **visiting right between children and parents** can be exercised. It provides a structure where children can meet their parents when visiting rights are prohibited, blocked or difficult. This situation can apply to children who are living in an institution, a foster family and with separated or divorced parents.

The « Service Treff-Punkt » offers a **neutral** location, free of any position-taking with regards to existing conflicts. It is important that children see their parents and don't lose a link to their family and origin. Thus the focus is put on the meeting between the child and the visiting parent(s).

Since 2003 a branch of the service, the Treff-Punkt Prison operates within the frame of the penitentiary centre in Schrassig.

More : Contact [Service Treff-Punkt / Service Treff-Punkt Prison](#)

Assistance outside the family environment

Boarding schools

Objectives

- Provide day and/or night accommodation during school periods, and accessorially also during weekends and school holidays, for young people with the following options:
 - a. Night accommodation ;
 - b. Day-care ;
 - c. Catering ;
 - d. Study supervision ;
 - e. Individual guidance ;
 - f. Psychosocial and health assistance ;
 - g. Leisure activities.
- Provide children and adolescents with an environment allowing them to successfully continue their studies and develop their personal skills.

Target population

- Children attending Luxembourg elementary education;
- Adolescents and young adults attending Luxembourg secondary education.

Providers

- [List of boarding schools](#) and socio-familial facilities

Socio-educational day and night care facilities for children or young adults

Objectives

- Provide accommodation for children or young people for a limited period of time in a structured environment that is adapted to their needs and their specificities;
- Guide children or young adults in their development and prepare them as much as possible to return home and live with their families.

Target population

- Children as of 3 years old, adolescents and young adults facing social difficulties or family related difficulties, maybe also psychological issues resulting in inadequate behaviour and problems at school, for which families are not able to provide an appropriate response.

Providers

- [Anne asbl \(SAEF\)](#)
- [ARCUS asbl](#)
- [Caritas Jeunes et Familles asbl](#)
- [Centre socio-éducatif de l'État](#)
- [Croix-Rouge luxembourgeoise \(Centre d'accueil Norbert Ensch\)](#)
- [Fondation Kannerschlass](#)
- [Fondation Lëtzbuerger Kannerduerf](#)
- [Fondation Pro Familia](#)
- [Maisons d'enfants de l'État](#)
- [Solidarité Jeunes asbl](#)

Children's villages

Objectives

- Provide a long-term emotional and educational relationship with an SOS mother and/or SOS father ;
- Allow each child to have a stable and happy childhood;
- Integrate siblings in an SOS family ;
- Offer a family environment to the child.

Target population

- Children without parental support or risking losing this support

Contact

- E-mail : karin.kiesendahl@kannerduerf.lu

Emergency care in case of a serious psycho-social crisis

Objectives

- Provide children or young adults for a limited period of time of 3 months, renewable for a further period of 3 months in case of duly acknowledged need, with a structured environment, adapted to their needs, during a serious psycho-social crisis, which is making it temporarily impossible or inadvisable to keep them in their family environment ;
- Prepare children or young adults for their return home or for a longer stay in a care facility.

Target population

- Children as of 3 years old, adolescents and young adults whose parents are facing a crisis situation and are no longer able to ensure the accommodation, care and/or the basic needs for these children and adolescents.

Providers

- [Caritas Jeunes et Familles asbl](#) - [Institut St Joseph](#) - [BEO](#)
- [Centre socio-éducatif de l'État](#)
- [Fondation Pro Familia](#) - [Centre polyvalent pour enfants](#)
- [Fondation Maison de la Porte ouverte](#) - [FADEP Don Bosco](#) ; [FADEP St. Joseph](#)
- [Solidarité Jeunes a.s.b.l.](#) - [Refuge Péitrusshaus](#)

Care facilities for children who are less than 3 years old

Objectives

- Provide accommodation for children for a limited period of time in a structured environment adapted to their needs ;
- Promote, during the time of their stay, the overall development of the skills of these children ;
- Prepare children for their return home or for a longer stay in a care facility or a foster family.

Target population

- Children under the age of 3 whose parents are temporarily unable to provide for their care, education and basic needs.

Providers

- [Anne asbl](#) - [Maison Françoise Dolto](#) ; [Foyer Ste Elisabeth - Groupe pouponnière](#)
- [Caritas Jeunes et Familles asbl](#) - [Institut St Joseph - BEO](#)
- [Fondation Pro Familia](#) - [Centre polyvalent pour enfants](#)

Care facility in the form of supervised accommodation (SLEMO)

Objectives

- Provide accommodation to young people for a limited period of time in a structured environment adapted to their needs ;
- Guide the development of these young people during the time of their stay.

Target population

- Young people between 16 and 27 years old, who are able to organise their daily life in a partially autonomous structure.

Providers

- [ANNE asbl - "Tremplin"](#)
- [ARCUS asbl - Betreit Wunnen](#)
- [Solidarité Jeunes asbl](#) - [Haus 13 Belvaux](#) ; LSE-Annexe Sauerwiss ; [Service LSE](#)
- [Fondation Caritas](#) - [Educ'actif](#) ; Service SLEMO
- [EPI asbl](#)
- [Fondation Lëtzebuerger Kannerduerf](#)
- [Fondation Kannerschlass](#) - [Pension Bertchen](#) ;Service ambulatoire / SLEMO
- [Croix-Rouge luxembourgeoise](#) - [Service Perspectives](#)
- [TELOS - Education asbl](#) - SynAIRgie

Socio-educational care in a specialised facility abroad

In some situations, the facilities available in Luxembourg are not able to provide the adequate environment for the needs of the child or the young adult.

Objectives

- Provide children or young adults in a specialised facility abroad with care measures that are adapted to their specific needs in situations of psycho-social crisis, when it is temporarily impossible or inadvisable to keep them in their family environment ;
- Prepare children or young adults for their return home or for a longer stay in a care facility.

Target population

- Children, adolescents and young adults as of the age of 3.

Applications ?

- Fill out the form « [Procédure d'admission institutionnelle à l'étranger](#) » (pdf, 243 ko) and return it to ONE

Socio-educational care in a foster family

Objectives

- Provide accommodation during the day or during the day and the night for one or more children in a family other than their biological family ;
- Provide care in a family environment for children who are in a difficult psycho-social situation;
- Offer the possibility to the biological parents to work on their parenting skills.

Target population

- Children and young people facing social and family related difficulties making their stay in their family environment temporarily impossible or inadvisable.

How to become a foster family on Guichet.lu

- [Devenir une famille d'accueil](#)
- [Pflegefamilie werden](#)
- [Becoming a host family](#)

Support services for foster families

- [ARCUS asbl - Placement familial](#)
- [Croix-Rouge luxembourgeoise - Service placement familial](#)
- [Fondation Lëtzebuerger Kannerduerf - Antenne familiale](#)

Socio-educational guidance in an orthopaedic or psychotherapy day-care facility

Objectives

- Provide an adequate and structured environment as well as appropriate education for children and young adults in a day-care facility promoting their development and well-being ;
- At the end of the stay, ensure that the measures for guidance and assistance will continue through ambulatory support measures.

Target population

- Children and young adults requiring care and treatments of such intensity, that may only be provided in a day-care facility.

Providers

- [Maisons d'Enfants de l'État](#) - [Centre psychothérapeutique de jour Andalé](#)
- [Fondation Kannerschlass](#) - [La Passerelle](#) ; [AEMO jour](#)
- [Croix-Rouge luxembourgeoise](#) - [Centre thérapeutique Kannerhaus Jean](#)

Socio-professional integration

Objectives

- Offer young minors or adults the possibility to develop their socio-professional skills for their professional orientation and integration in professional life and society.

Target population

- Young people between 16 and 27 who risk social and professional exclusion.

Providers

- [EPI asbl](#) - [Centre d'insertion socio-professionnelle](#)
- [Fondation Lëtzebuerger Kannerduerf](#) - [Centre de préformation professionnelle Volet ménager et artisanal](#)
- [Jongenheem asbl](#) - [Jongenheem CIRP](#)
- [Paerds'Atelier asbl](#) - [Projet Liewenshaff](#)

Access for ONE beneficiaries to their personal file

Pursuant to article 7 of the [loi modifiée du 16 décembre 2008](#) (amended law of 16 December 2009) on assistance measures for children and families, children capable of

discernment and their parents may **have access** to the file kept at the Office national de l'enfance (ONE) and in particular to the administrative and socio-educational documents included in this personal file.

The applicant does not need to claim an "interest to act " and does not have to motivate the request. The **written request for access** must include : name (at birth), first name, place of birth and details of the applicant. Applications should be sent to :

Pascale Arend
Office national de l'enfance
Coordinatrice générale
3-5, rue Auguste Lumière
L-1950 Luxembourg

E-mail : one@one.etat.lu
Fax : (+352) 24 77 36 – 99

ONE will fix an appointment. An employee of the ONE will be available to assist the consultation of the file.

Assistance for adoption

Persons who have their regular residence in Luxembourg who wish to adopt a child that they do not yet know, must submit an application for adoption to the Ministry of Education, Children and Youth, which is the central authority under the Hague International Convention of 1993 on adoptions.

Applicants must take part in adoption information sessions (2 times 3 hours) as well as adoption awareness sessions (3 times 4 hours). They are then directed to one of the approved adoption services, which will be in charge of their evaluation and, in the event of a favourable opinion, will accompany them throughout the adoption process both abroad and in Luxembourg.

End of 2017, there were three approved and contracted adoption services: l'Amicale Internationale d'Aide à l'Enfance a.s.b.l., le Service d'adoption de la Croix-Rouge luxembourgeoise and Naledi a.s.b.l.

Persons who wish to adopt a child they already know (e.g. spouse's child) must contact a lawyer.

The Ministry also assists people wishing to find their biological parent or child.