

Online Help is here to support you.

“

I am happy. You helped me to have a better contact with my daughter. Thanks!”

– Jean A.

“

Now my understanding of my son is much better. This enabled us to establish a better communication and to improve the relation. Thank you.”

– Joanne T.

“

My situation seemed helpless. Now I have a clear idea. Thank you for helping!”

– Michael J.



Offered by:



Supported by:



Do you want to support us?

Donation account:

BCEEELULL: IBAN LU160019130004126000

Caritas J+F asbl KJT

Designed by Farshad Afsharimehr

HOW CAN I HELP MY SON TO COPE?
HOW CAN I HELP MY DAUGHTER?
HOW TO COMMUNICATE WITH MY DAUGHTER?
WHAT TO DO TO HELP HIM?
MY 10 YEARS OLD SON IS WORRIED ALL THE TIME.
HOW CAN I REACH OUT TO MY SON?
MY DAUGHTER HATES HER SISTER.
HOW TO CHANGE HER ATTITUDE?
IS THAT NORMAL?
IS MY DAUGHTER'S BEHAVIOUR BAD?
DOES HE HATE ME?
AM I THE ONLY ONE FEELING THIS WAY?
HOW CAN I SUPPORT MY DAUGHTER?
WHERE CAN I GET HELP FOR MY SON?
SINCE WE MOVED HERE, MY SON IS NOT DOING WELL AT SCHOOL. HOW CAN I HELP HIM?
DIVORCE HAS BEEN VERY DIFFICULT ON MY CHILDREN, HOW TO HELP THEM TO GET THROUGH IT?
IS SHE NORMAL?
WHAT TO DO?
DOES HE NEED HELP?

HOW TO SUPPORT MY CHILDREN?
HOW?
WHERE TO SEEK SUPPORT FOR PARENTING?

Parenting Questions
and Concerns ?

You Are Not Alone.

What is Online Help?

Online Help is an online service aiming to support parents and carers of children by providing direct access to experienced and trained counsellors.



Online Help is offered by KJT, the organisation and specialist for helplines in Luxembourg for over 25 years.

The founding organisations of KJT are Caritas Jeunes et Familles a.s.b.l. in collaboration with Croix-Rouge, Fondation Kannerschlass and Ligue Medico-Sociale within a framework of a convention with the Ministry of National Education, Childhood and Youth. KJT is internationally networked with Child Helpline International (CHI), INHOPE and Insafe.

Who can contact us?

Many people who reach out to us are speaking about their concerns for the first time and our counsellors understand how hard this first step can be.

You are not alone.

Each year, the number of contacts we receive from parents and carers increases. Parents, step-parents, carers and grandparents contact us because they wonder if their worries are justified, or if their child's behaviour is really of concern. Others have children struggling to get the help that they need, or need coping strategies to manage their child's behaviour. Many parents feel guilty – they feel that their child's problems are all their fault. Our counsellors are skilled in listening and do not judge.



How to start?

- 1 Go to www.kjt.lu (set the page to English) and click on Online Help (left bar or top bar under "HELP").
- 2 Scroll down the page and click on "Go to Online Help".
- 3 First time @ Online Help? Then click on "Sign up", choose your username and password and fill out the form. Right after that you will see a window showing "Registration successful".
- 4 Log in with your username and password. Choose the Online Help and start writing your message. After you sent it, it will show up in your list of "MY MAILS".
- 5 To see your reply, you need to login with your username and password. Your list of mails indicates that you have received a reply. Click on it to read (and reply).

You will get a personal and confidential answer to your first request within 3 days. If a regular contact is established, you will get your answer within maximum 10 days.

Our principles

Anonymity

You don't need to tell us your name or to give us any details about yourself. By messaging us, you stay completely anonymous.

Confidentiality

Our employees are bound to confidentiality. No information will be passed on.

Self-determination

Parents contacting us will receive our support to clarify the depth of their concerns. They alone decide whether there are consequences, and if any, what those should be. We support them in their quest to find their own solutions, and if necessary, we show the way for further counselling.

Openness

We are open to all questions and issues and we believe that it is always worthwhile to seek dialogue with others, especially if the problems worsen or accumulate.

Respect

We respect everyone who contacts us no matter what his/her circumstances are.

Tolerance

We unconditionally respect the philosophical and religious beliefs of the parents.