



**TOGETHER  
AGAINST HUMAN  
SUFFERING!**



**BUILDING A MORE  
UNITED FUTURE  
TOGETHER!**



Hëllef um Terrain is a non-profit association founded in September 2024. Its mission is to prevent and combat all forms of human suffering, particularly insecurity, poverty and discrimination in the Grand Duchy of Luxembourg. It aims to promote equal opportunities and social inclusion and to protect against all forms of violence.

Hëllef um Terrain is managed by Philippe Schrantz, who has proven experience in managing large-scale structures in Luxembourg. He is assisted by Erica Monfardini, who also has extensive experience in her field.

The Board of Directors is made up of volunteers with solid skills in the fields of governance, finance, social affairs, human resources, law and IT.

Strict procedures and rigorous control of commitments and payments have been put in place to ensure that the funds received are used responsibly and to best effect. A financial audit is carried out annually by an approved auditor, giving donors the certainty that every euro entrusted to us will be used transparently and effectively.

#### **Management:**

Mr Philippe Schrantz,  
General manager

Mrs Erica Monfardini,  
Administrative and financial  
director

#### **Board of Directors:**

Mrs Claudia Monti

Mr Christian Billon

Mr Willy De Jong

Mr David Hagen

Mrs Netty Klein

Mr Pascal Rakovsky

Mrs Marisa Roberto

Mrs Evie Roos

# Your generosity can transform lives!

Dear Sir or Madam,

I'm honoured to be chairing the board of Hëllef um Terrain asbl, a responsibility that is particularly close to my heart, and I'm determined to pursue our mission with passion and dedication.

Our programmes and services – which include 343 staff and many dedicated volunteers – are aimed at people affected by precariousness, poverty, exclusion and homelessness in Luxembourg. We also help refugees and migrants, offering them support tailored to their specific needs. Particular attention is paid to children, young people and families, who represent a vulnerable part of the population.

To ensure the sustainability and effectiveness of all these programmes, which are essential to improving the living conditions of the most disadvantaged, we need your support.

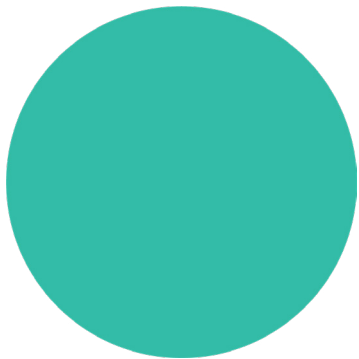
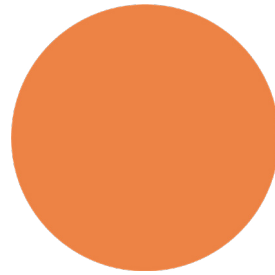
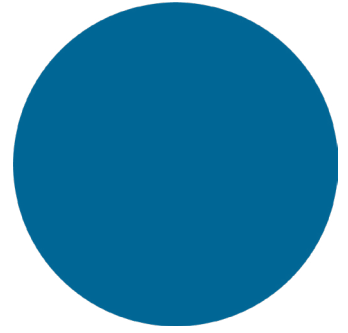
Some of our most crucial activities can only be carried out successfully thanks to the financial commitment of philanthropists and sponsors like you. Your contribution ensures that we can continue to offer tangible support to those in need. The following pages detail the various initiatives we undertake and explain how your support can have a direct impact on the lives of our beneficiaries.

As you will have understood, your commitment is essential to the fulfilment of our mission. Together, we can make a real difference and offer those who need it most a chance to escape poverty and regain their dignity and hope.

If you would like any further information, or to find out how we can work together to help those in need on the ground, please do not hesitate to contact us! Please do not hesitate to contact us.



**Claudia Monti**  
President



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# Social grocery shops – a lever against precariousness



The mission of our four social grocery shops in Luxembourg, Esch-sur-Alzette, Rédange and Diekirch is to help people living in poverty by offering them food and basic necessities at much more affordable prices than those available in supermarkets. This initiative helps to improve the purchasing power of vulnerable people while giving them access to fresh, quality produce – such as fruit and vegetables – as well as health and hygiene items for adults and children.

These grocery shops are accessible only to people who hold a card issued by an approved social service, enabling them to buy products that they would not otherwise be able to afford. As well as providing access to products, our teams and volunteers offer personalised advice tailored to the needs of each beneficiary, in a warm environment where a warm welcome and support are at the heart of our action.

Some of our grocery shops also offer a 'Kleederstuff', a second-hand clothing shop supplied by donations, as well as a 'Kaffistuff', a convivial space where customers can share a coffee or a pastry, strengthening social ties and solidarity.

At present, only the Diekirch social grocery shop does not benefit from the support of the public authorities. Yet the need is real: last year, more than 1,000 people benefited from its support, including 314 children. The needs are numerous, particularly to cover the rent of premises, utilities and staff costs, but also to buy essential items such as nappies and school bags, which we distribute free of charge to the children of the beneficiaries.

Thanks to your support, we can continue to help vulnerable families in their daily lives.

Annual needs:  
154.000 €

# Psychological support



Migrants, refugees and people in very precarious situations are particularly exposed to specific psychological vulnerabilities, often linked to traumas experienced during their journey. Access to psychological care remains complex because of language barriers, administrative status or social insecurity.

To meet these needs, our team of psychologists offers individualised psychological support tailored to the specific needs of the people we take in: unaccompanied minors, families, single women, single men and homeless people.

These people, often far from their country of origin and faced with a profoundly disorganised environment, live in a state of heightened psychological vulnerability.

The aim of our work is to improve the mental health of these people by helping them to rebuild their psychological balance and strengthen their resources. At the same time, we work to promote their autonomy and facilitate their integration into Luxembourg society. Following a psychological assessment and one-off specialist support, we refer people to specialist care structures where necessary, in order to guarantee specialised and in-depth psychotherapeutic follow-up.

By working closely with local players, we aim to provide comprehensive support that takes account of each person's individual needs, helping them to rebuild their lives and integrate into society.

Together,  
we can give these  
people access to the  
psychological help  
they need to rebuild  
their lives.

Annual  
needs:  
60.000 €



# Inclusion through work

Many people in precarious and excluded situations have major difficulties accessing the labour market. There are many reasons for this: medical problems, lack of knowledge of local languages, addiction problems, experience of homelessness, etc. They need ongoing support and regular, motivating monitoring to help them overcome these challenges.

This is why we have set up work-based inclusion activities, all supervised by professionals. These activities enable some people to take part in gardening or cooking workshops, while others engage in small-scale technical work or cleaning. As well as adding structure to their day, these tasks help them to combat boredom, escape isolation and reintegrate socially.

These activities also give them the opportunity to demonstrate their skills to others and, above all, to prove to themselves that they are capable of carrying out rewarding tasks. This sense of achievement helps them to regain their self-confidence. What's more, they develop new skills that stabilise their psycho-social situation and pave the way for future professional opportunities.



With your support, we can provide these people with a real springboard towards integration into the world of work.

Annual  
needs:  
190.000 €



# Financial support



The many vulnerable people who call on our services sometimes find themselves in situations where urgent financial assistance is essential.

Requests vary. They may concern, for example, a resident of a hostel for people seeking international protection who needs money for regularisation or family reunification procedures, a single mother who needs help with nursery fees, a homeless person with an urgent medical problem, a refugee who wants to follow a training course for which he needs specific equipment, or a vulnerable person who cannot afford to pay his rent deposit.

Sometimes, requests are simply for food or clothing.

Each request for financial assistance is rigorously examined. If the request does not exceed €300, it is submitted to a social worker for approval. For higher amounts, a Social Committee meets to make a decision. In all cases, the person must have exhausted all other possibilities for assistance from external bodies before turning to us.

Depending on personal and administrative circumstances, some financial aid may be partially repayable.

Thanks to you, we can offer these people invaluable help to overcome urgent financial obstacles and regain a degree of stability.

Annual needs:  
70.000 €

# Health for everyone

Access to healthcare is a fundamental right for every human being. But for many people, this right remains elusive. These include people in precarious situations, such as the homeless or young people seeking or receiving international protection. In addition to the financial barrier, the complexity of the administrative procedures, unfamiliarity with local healthcare systems and the language barrier make these processes even more difficult, hindering or delaying their access to much-needed care. This delay in access to care can have a direct impact on their health and worsen already precarious situations.

That's why we take action to guarantee and facilitate access to healthcare for all the people in our care who need it. For example, we enable people who cannot afford it to obtain emergency care or medication. We provide financial assistance to young refugees who cannot afford it, so that they can continue their psychological care without having to pay in advance what they would normally have to pay for themselves. We also cover the cost of eye care and orthodontics. This care is essential for their daily well-being and to enable them to live in dignified conditions.



Annual  
needs:  
38.000 €

Your support will  
enable people in  
vulnerable situations to  
access medical care  
that is vital to their  
health and quality of  
life.

# Support in finding a home



Our supported accommodation is designed for people who, although capable of leading an independent life, are finding it difficult to access stable housing because of their difficult background: a long period spent on the streets or very modest incomes.

We offer communal or individual housing solutions, with multidisciplinary support that adapts to the needs, pace and wishes of each individual. This support includes help with budget management and preventing overdue payments, referrals to medical and psycho-social care services,

monitoring of medication, support with administrative formalities, and regular visits by a mentor.

The aim is to build a relationship of trust, strengthen each person's social and personal skills, and support their motivation, in order to help them achieve real independence.

Our homes often need to be refurbished before they can be lived in. This may include minor renovations, adding furniture or appliances, or installing a kitchen.

Annual  
needs:  
125.000 €

Thanks to your support,  
these people will be  
able to access decent  
housing and receive  
the support they need  
to reintegrate into  
society over the long  
term.

## A warm night's sleep



Thousands of people in Luxembourg are currently living in very precarious conditions, mainly because the cost of housing is far too high. And when rents become unaffordable and the burden becomes insurmountable, the street is often the only way out.

Our teams work tirelessly to help homeless people, and we act on all fronts: from emergency reception to professional integration, via accommodation and psychosocial support.

Every day, our streetworkers go out to meet people living on the streets – in Luxembourg City and Differdange – to listen to them, support them and guide them according to their needs. Many people refuse to go to our accommodation facilities for their own reasons, but that doesn't mean they don't need support. Unfortunately, our teams often find that many of them do not have essential equipment, particularly to cope with the winter. To help them better endure nights outdoors and prevent them from suffering too much from the winter temperatures, especially during cold waves, we distribute sleeping bags adapted to winter conditions, designed to withstand extreme temperatures.

With your help,  
we can offer a  
little warmth and  
dignity to those  
who need it so  
much.

Annual  
needs:  
5.000 €

# Overcoming language barriers



Many of the people we help face language and legal barriers that make it difficult for them to access the rights and protection they deserve.

For many people, language is a major obstacle. They do not speak any of the languages used in Luxembourg and are often unable to understand or complete administrative documents, attend important interviews or take part in legal proceedings that are essential for their future. This can lead to increased insecurity and long-term social exclusion.

This is why we regularly call on the services of translators or interpreters. But these services are expensive.

Annual  
needs:  
23.000 €

Thanks to you, we  
are giving these  
vulnerable individuals  
the tools they need  
to make their voices  
heard and rebuild  
their future with  
dignity.

# Avoiding the spiral of excessive debt

Every day, many families in precarious economic situations struggle to make ends meet. The cost of rent, utilities and food is often an unbearable strain. When the unexpected happens or the cost of living rises, these families find themselves facing financial problems, accumulating debts and unpaid bills, and their situation becomes increasingly precarious. This threatens their stability and their future.

Without intervention, these families risk falling into excessive debt, with dramatic consequences for their daily lives. Although our priority is to help them manage their budget better and avoid these situations, it sometimes happens that, faced with exceptional circumstances, some of them are unable to pay their rent or bills.

At such critical moments, we step in to pay part of the rent or a bill, giving them the respite they need to get through this difficult period and prevent them from falling further into poverty.



Annual  
needs:  
15.000 €

With your support,  
we can give these  
families some  
breathing space to  
rebuild their lives and  
avoid the spiral of  
excessive debt.

# Recreational and integration activities



Our organisation works on a daily basis to provide support and hope to the most vulnerable members of our society, in particular refugees, homeless people and those living in very precarious conditions. In order to offer them a better quality of life, we set up specific projects aimed at enhancing their well-being and social integration and restoring a little dignity through recreational and cultural activities.

The people we support are often in situations of great distress: social isolation, loss of reference points and psychological pressure. That's why we firmly believe that taking part in leisure activities, excursions, cultural outings or sporting events can offer them much more than just a moment's entertainment. These moments of respite enable them to re-establish social links, boost their self-confidence and regain the emotional balance they need to overcome the challenges of everyday life.

Annual  
needs:  
6.725 €

Together, we can  
offer enriching and  
therapeutic activities  
to those who need  
them most.



## Serving the community



In our shelters for people seeking international protection, many young people find themselves without work or prospects for the future. They may be school drop-outs, rejected asylum seekers or simply young people who are not working. To give them a real chance to integrate and look forward to a positive future, we have set up community workshops aimed at training them while meeting the needs of the community.

These workshops are diverse and varied: painting premises, cleaning, maintenance of green spaces, small DIY projects, entertainment or catering, etc. Each project is designed to meet a specific need identified within a shelter, while offering a learning opportunity. These workshops not only meet a demand, but are also a genuine educational tool, enabling young people to acquire professional skills, while learning important values such as respecting schedules, managing a timetable, teamwork and responsibility.

Each young person taking part also receives financial compensation for their contribution. In this way, these workshops not only provide tangible added value to the shelter community, but also act as a real springboard for these young people, offering them stability and independence.

With your help, we can give these young people the chance to rebuild their lives, learn and prepare for the future, while working for the good of the community.

Annual  
needs:  
FINANCED

# Reducing the digital divide



Even today, many people in difficulty do not have access to suitable IT tools, and this digital divide accentuates social inequalities. This observation became even more striking during the spring 2020 lockdown, when many people found themselves excluded from access to essential online services, such as courses or administrative procedures relating to ADEM, Housing Benefit or Social Offices. Some also find themselves in noisy environments or environments not conducive to concentration, which further complicates their access to these services.

The Oasis Digital Centre has been designed to address this problem by providing access to modern IT tools, connected to the internet, with standard software and a printer. The centre ensures that those who need it are not left behind in an increasingly digital world. In addition, computer courses are offered to help participants develop their digital skills and become more self-sufficient.

We also provide a team of volunteer public writers to help users with their administrative formalities: help with understanding documents, drafting letters, translations, and referrals to professionals if necessary. Writing workshops are also organised to encourage independence and self-confidence.

With your support, we can continue to offer this essential access to digital technology, reduce the digital divide and enable these people to better integrate into society.

Annual  
needs:  
FINANCED

# Artistic expression to help those in need



People living in precarious conditions, isolation or exclusion often find it difficult to integrate socially and professionally. With this in mind, we felt it was essential to offer them a place and activities where they could meet, listen and express themselves, with a view to promoting their psycho-socio-professional reintegration.

To break the routine of their daily lives and offer them a rewarding activity, we created the Creamisu space, a place dedicated to artistic expression in all its forms: painting, music, singing, composition, sewing and so on. The aim is to

help them regain their self-esteem and dignity through art. All the necessary materials are provided and workshops are run by volunteer artists. The works created are then showcased to friends and exhibitions. Visits to museums and art competitions round off these enriching activities.

The Creamisu space is part of our commitment not to limit ourselves to meeting only the basic material needs – ‘food, lodging and clothing’ – which, although crucial, are covered by our reception and emergency accommodation facilities. We are convinced that it is essential to go beyond this to break down isolation and enable marginalised people to reintegrate into society on a long-term basis.

With your support, we can offer these people the opportunity to rediscover their creativity, reconnect with society and pave the way for their social and professional reintegration.

Annual  
needs:  
FINANCED



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Photos : Adobe Stock

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