

# Why are the Child Welfare Services contacting you?

What are the Child Welfare Services and how can we help your family?



## What are the Child Welfare Services?

Every municipality in Norway has a Child Welfare Services office, which must pay attention to how children are doing. The Child Welfare Services must see to every child's safety and well-being as they grow up. Those of us who work at the Child Welfare Services help children and families when they are having trouble at home, or when their children are not getting the care they need from their parents.

We meet many people from different countries who feel that their daily life as a family is difficult. When helping a family, we must respect their culture, ethnicity, religion and language.

## Why are the Child Welfare Services contacting you?

We are contacting you because someone has reported to us with concerns about your child. By meeting with you, we will find out what is going on and get your side of the story. This is why it is important that we are able to work together and that you arrive on time for your appointment with the Child Welfare Services. If there is something you or your child need help with, we have many different services available that you may find useful.

Many parents feel uncomfortable when the Child Welfare Services contact them. It is also common for parents to come to us on their own and ask for help, though. Everyone is focused on making sure that their own children and the children of others are doing well. When someone contacts the Child Welfare Services, it is so that the child and his or her family get the help they need to get better together.

## What can the Child Welfare Services do for you?

The Child Welfare Services can help you in several ways. Most often we help families for brief or extended periods through a combination of measures and initiatives. For example, we might use counselling and advising, classes for parents, support for finding a place in a kindergarten, homework help, home visits or a contact person for support.

If parents are unable to take care of their child, the child may be relocated outside the home. It may be to someone else's home in their extended family or network, or to a foster family.



## **What are your rights?**

- If you do not speak or understand Norwegian, you have the right to an interpreter when you meet with the Child Welfare Services. Please let us know if you will need an interpreter.
- You have the right to bring a support person or someone else you trust with you to your meeting with the Child Welfare Services.
- You can request permission to read the meeting notes and other case documents so that you can make sure the information is correct.
- You can obtain more information on your rights and obligations when you meet with the Child Welfare Services.

## What do other people think of the help they received from the Child Welfare Services?

*«It's not easy being the mom of a teenager! The Child Welfare Services gave us advice and helped us so that we could understand each other better. Now it's much more peaceful at home and we get along well together.»*

*«What's expected of a dad can actually be very different from country to country. I'm really glad that I was able to take a class and get help from the Child Welfare Services when I'd just got to Norway.»*

The Child Welfare Services can help children and their families when they are having trouble at home. Interested in getting more information about the Child Welfare Services? **bufdir.no**

