



IN SIMPLE LANGUAGE

CHILD AND YOUTH WELFARE SERVICE

graz.at/jugend_familie



What is the Child and Youth Welfare Service



The Child and Youth Welfare Service Graz offers counselling, support and services.

We care for

- all children,
- all young people, and
- all families with children younger than 18 years.

Social workers at the Child and Youth Welfare Service offer support in difficult situations.

Because all families should be able to live a good life.



What does the Child and Youth Welfare Service do



The Child and Youth Welfare Service has many tasks and wants to make sure that:

- families and children are well;
- families make their own decisions;
- families take responsibility for their own lives.

Some of the tasks of the Child and Youth Welfare Service include:

- the protection of children
- counselling and support
- the organisation of activities for children, young people, and parents

Protection of children

Children must be protected from:

- physical violence such as slapping or hitting,
- psychological violence such as threats, insults, or being kept locked up at home,
- sexual violence; this means forced sexual acts or sexual assault,
- neglect, which means that parents do not provide adequate care for their children.

The law says: parents are responsible for their children.

Sometimes, families are not safe for children.

The Child and Youth Welfare Service must protect children from unsafe family environments.

Counselling and support

The Child and Youth Welfare Service offers counselling and support, especially:

- in custody matters; this means that parents have the right and duty to bring up their children, to care for them and to protect them
- when parents separate or get divorced
- when there is a dispute in the family
- when there are problems at school or in job training
- when there are questions of parenting
- when there are social problems

Family life can sometimes be very hard.

The Child and Youth Welfare Service can help.

The Child and Youth Welfare Service also offers information on:

- schools and education
- media
- addictive substances, for example alcohol, tobacco, and similar substances
- the Law on the Protection of Minors

Activities for children, young people and parents

The Child and Youth Welfare Service can help when you are worried and have questions:

- How can I bring up my children without physical violence?
- We want to separate. How will our children deal with this?
- My child is bullied at school. What can I do? Where can I find help?
- At what point can I leave a child at home alone?
- My baby does not sleep. I am exhausted. I have no more patience left.
- My child does not stick to things we agreed. What can I do?

Sometimes special activities are useful or necessary.

In such cases, the Child and Youth Welfare Service organises:

- leisure time and sports activities for young people
- parent counselling for young parents
- play streets, courtyard parties and other activities



How does the Child and Youth Welfare Service work?



- **Our services are free of charge!**
Counselling and support services are provided free of charge.
- **We keep everything confidential!**
The Child and Youth Welfare Service does not disclose any information to other people. Find out more about this on the internet at [graz.at/datenschutz](https://www.graz.at/datenschutz).
- **We consult others!**
When this makes sense, the Child and Youth Welfare Service cooperates with other institutions and counselling centres.
- **We take your needs into account!**
Every family is different. The Child and Youth Welfare Service responds to each family and each situation in a special way. This is the only way that our support can be successful.

Amt für Jugend und Familie

Kaiserfeldgasse 25, 8010 Graz

Phone: +43 316 872-3131

We'll call you back!

You couldn't reach us? Your contact person is not in the office today? No problem, we'll call you back the next day. We'll also call you back if you wish to make an appointment with us.

On-call service in case of emergency:

On site:

Mon.–Thu. 7.30–17.00

Fri. 7.30–15.00

By telephone:

- On workdays,
Mon.–Fri. 7.30–20.00
Phone: +43 316 872-3043
- On weekends
and at night
Phone: +43 316 872-5858



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[graz.at/allesfamilie](https://www.graz.at/allesfamilie)