



Dresden.  
Dresdener

Youth welfare office general  
social services  
Support for families

# Youth welfare office general social services

## Who we are

- We
  - are a team of social workers,
  - are located in the area,
  - know the conditions of each district,
  - have the expertise, experience and the right contacts,
  - closely cooperate with other specialists.

## We offer support

- For children
  - who have problems within their families,
  - who feel misunderstood by their parents,
  - whose parents are divorced or separated,
  - who are neglected, humiliated, beaten or abused.
- For adolescents and young adults
  - who cannot talk to their parents any more,
  - who want to find their own way in life and need support,
  - who suffer from social problems,
  - who experience physical or mental violence or are abused.
- For parents
  - who need support raising and educating their children,
  - who want to overcome conflicts in their partnerships or family,
  - who are separated or divorced,
  - who face social problems and need support.

Furthermore, we support relatives, teachers, educators, friends, neighbours and others that are involved in the development and education of children and adolescents.

## What is important to us

- We
  - listen,
  - give individual advice,
  - work out solutions together,
  - offer concrete support,
  - inform everyone involved before taking action,
  - treat everything confidentially,
  - respect the wish for anonymity,
  - provide free advice.

## What we offer

- Consultation and support concerning
  - educational questions,
  - development and behavioural problems,
  - problems related to school, education or work,
  - the solution of family conflicts,
  - plans to separate or divorce,
  - social problems.
- Help finding
  - support offered by the youth welfare office and other agencies and departments (i.e. social welfare office, health department, office for day care institutions, the JugendBeratungsCenter (youth advice service)),
  - contact to independent youth welfare providers,
  - support in the fields of social work and welfare law.
- Approving
  - child-raising support (following application and needs analysis), including
    - educational assistance,
    - home-based family support,
    - semi-residential group care,
    - child-raising and care in a foster family,
    - residential care and assisted living,

- individual, intensive social care,
- support enabling young adults to live an independent and autonomous life,
- integration assistance for mentally disabled people.

■ Participation

- in family court proceedings

■ Information

- on regulations related to child custody, including
- equality of legitimate and illegitimate children,
- joint parental care for unmarried, separated or divorced parents,
- extended right of access for fathers that are not married to the child's mother, as well as for grandparents, siblings or other persons.

## How to contact us

### ■ Our offices

- Altstadt, Nöthnitzer Straße 2,  
01187 Dresden, phone +49 (0) 3 51 4 88 68 29
- Plauen, Nöthnitzer Straße 2,  
01187 Dresden, phone +49 (0) 3 51 4 88 68 61
- Neustadt and Klotzsche (incl. Langebrück, Weixdorf, Marsdorf  
and Schönborn), Hoyerswerdaer Straße 3, 01099 Dresden,  
phone +49 (0) 3 51 4 88 66 41
- Pieschen, Bürgerstraße 63, 01127 Dresden,  
phone +49 (0) 3 51 4 88 55 11
- Blasewitz and Loschwitz (incl. Schönfelder Hochland),  
Grundstraße 3, 01326 Dresden, phone +49 (0) 3 51 4 88 85 61
- Prohlis, Prohliser Allee 10, 01239 Dresden,  
phone +49 (0) 3 51 4 88 83 41
- Leuben, Prohliser Allee 10, 01239 Dresden,  
phone +49 (0) 3 51 4 88 83 60
- Cotta (incl. Cossebaude, Oberwartha, Mobschatz, Gompitz  
and Altfranken), Lübecker Straße 121, 01157 Dresden,  
phone +49 (0) 3 51 4 88 57 42
- Gorbitz (incl. Neuomsewitz), Lübecker Straße 121,  
01157 Dresden, phone +49 (0) 3 51 4 88 57 56  
(at a new location soon, find out more on the internet)

### ■ Our opening hours

- Monday, Thursday, Friday      9 am – 12 am
- Tuesday                              9 am – 6 pm
- outside these opening hours by appointment
- submission of documents
- telephone information
- arranging appointments
- personal advice

### ■ Emergency service

In case of an emergency outside the opening hours and signs of possible child endangerment, please contact the emergency services for children and young people (Kinder- und Jugendnotdienst) at the youth welfare office (Jugendamt):

- Rudolf-Bergander-Ring 43, 01219 Dresden,  
24-hour hotline **+49 (0) 3 51 2 75 40 04**,  
E-Mail: [Kinderschutz@dresden.de](mailto:Kinderschutz@dresden.de)

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Youth Welfare Office (Jugendamt)  
Phone +49 (0) 3 51 4 88 47 41  
Fax +49 (0) 3 51 4 88 46 03  
E-Mail jugendamt@dresden.de

Press and Public Relations Office  
Phone +49 (0) 3 51 4 88 23 90  
and +49 (0) 3 51 4 88 31 64  
Fax +49 (0) 3 51 4 88 22 38  
E-Mail presse@dresden.de

Post Office Box 12 00 20  
01001 Dresden  
www.dresden.de

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Sigrun Harder, Ina Richter

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