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. Neumissewitz), 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
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