

Why is the child welfare service contacting you?

We want to help you

The most important job that the child welfare service does involves making sure that children are safe and well when growing up in Norway. First and foremost, this is something we do by helping the family.

We are contacting you because someone is concerned about the welfare of your child. This is why they have reported the situation to us. Now we would like to meet you to find out how you are doing and what your views are on the report we have received expressing concern about your child. We have lots of different support programmes that can help your family if there is anything you need help with.

It is perfectly normal to feel anxious when the child welfare service gets in touch. Please be aware, too, that it is common for parents to come to us and ask for help, or for children to contact us themselves. When someone gets in touch with the child welfare service, the idea is to help children and their families to receive support.

Sometimes we find there is no cause for concern, and in that case we drop the case.

What can the child welfare service help with?

The child welfare service can help in several ways, and we want to achieve something together with you as a family. Our most common approach involves helping the family for shorter or longer periods, often in several different ways at the same time. We often provide advice and counselling to parents, and we work with schools, nurseries, the Norwegian Labour and Welfare Administration, GPs and others to help you.

There are other ways we can support you, too – we may be able to help you with a nursery place, respite care or provide other support for children.



What rights do you have?

You have many rights when dealing with the child welfare services, and we will provide more information about this when you meet us. These rights include the following:

- You have the right to an interpreter when you meet with the child welfare service. Please let us know if you need an interpreter.
- You have the right to be accompanied by someone you trust when you meet with the child welfare service. This applies to both parents and children.
- You have the right to receive good information about your case.
- You have the right to participate in your own case.



What duties does the child welfare service have?

All Norwegian municipalities have to have a child welfare service.

- The [Child Welfare Act](#) has to form the basis of our work.
- When we receive a report at the child welfare service that relates to matters of concern, we are obliged to assess whether we should look into the case. If we decide we need to investigate how the child is doing, we talk to several people around the child to find out whether the child and family are in need of help.
- The child welfare service has to work in partnership with other support services if doing so can provide better help for the child and their family.
- The child welfare service has to take into account the family's culture, ethnicity, religion and language.
- The child welfare service has to ensure that the child and their parents are given good information and have the opportunity to express their own opinions.

The child welfare service can help children and their families when the child or their family are experiencing difficulties. See bufdir.no/barnevern for more information about the child welfare service.