

## **General social service**

The General Social Service (ASD) is a **contact point for parents, children and adolescents** seeking advice, help and support in social issues and individual problem situations.

Tasks of the General Social Service include:

- Promoting the individual development of children and young people
- Support and counselling in educational issues
- Integration support for children and young people
- Counselling in separation and divorce situations
- Counselling and support in organising contact
- Participation in family court proceedings

In order to fulfil these tasks, the ASD offers a variety of different forms of help.

Another important task of the General Social Service is to protect the welfare of children and young people. If there are indications of a possible threat to the welfare of the child, it is the task of the ASD to check this and to contact the families concerned in order to jointly develop possible solutions to avert a threat.

Every citizen has the possibility - also anonymously - to contact the ASD if he or she is concerned about the **welfare of a child or young person** .

### **Parents can contact the ASD...**

- if they have educational difficulties with their children.
- if they are not (any longer) able to take care of their children.
- if they have economic problems.
- if they need support with developmental problems of their children.
- if they are looking for professional support services for the development of their children.
- if there are conflicts in the marriage or partnership.
- if custody and access issues need to be discussed after a separation.

### **Children and adolescents can contact the ASD...**

- if they feel unwell at home.
- when parents quarrel.
- if there are conflicts at home.
- when they need someone to talk to about problems.
- when they need protection.

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## Department of Youth and Family (Youth Welfare Office)

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### Opening hours

Mon, Wed, Thu: 8 a.m. - 12.30 p.m. / 2 p.m. - 5 p.m.  
Tue: 8 a.m. - 2 p.m.  
Fri: 8 a.m. - 12.30 p.m.

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