

ADVICE AND SUPPORT IN BOTKYRKA

A guide compiled by the social services in Botkyrka. You can turn to us!

DET ÄR LÄTT ATT FÅ STÖD/IT'S EASY TO GET HELP

When you need support

Everybody can at some time in their life find themselves in a situation where they need help and support. Maybe something has happened or a certain situation feels difficult, or you are having personal or social problems. In this catalogue, you can read about where you can turn with your questions in order to receive advice and various kinds of support. You can remain anonymous when you contact us.

Sometimes the advice or support that you can seek out on your own is not enough. If you feel very concerned about yourself, your child or someone else in your family, you can contact the social services. We will then investigate the need and your entitlement to support.

If we decide that there is a need for support, you are entitled to receive it within a short time.

The staff are bound by professional secrecy

Within the social services, we are bound by professional secrecy. Nothing you say to us will be revealed to others, except if we learn that a child is being treated badly. In that case, the staff of the social support activities, preschool, school and the county council are obligated by law to report it to the social services.

The support does not cost anything

All support is free of charge unless otherwise indicated under the different activities.

Information in other languages

On the municipality's website botkyrka.se, you can find the catalogue in several languages. You can obtain a copy of the catalogue from a Citizen's Advisory Office. They will also answer your questions.

BARN OCH UNGA/CHILDREN AND YOUNG PEOPLE

If you are having a hard time at school or are worried about how things are at home, talk to an adult you trust. All adults working at the school or the social services will take you seriously and help you get support. We will listen to you and help you talk to others who are important to you. You can call to ask us questions. You do not have to give your name if you don't want to. We are bound by secrecy.

Elevhälsan/Nurse at your school

If you have concerns about your health, or if you need help and support within your situation at school or at home, there is a pupil health service at your school. Contact Elevhälsan or talk to your teacher or principal!

You can find us at your school, recreation centre or around town

District secretaries can be found in places where young people hang out so that it is easy to find us and so that you can get to know us if you want. You can talk to us about whatever you want, small problems or big ones. You can talk to us about what you do in your spare time, about alcohol, gambling or relationships. You can also contact us if you are having trouble at home or at school and you feel that you need support to handle it.

Direct your questions to the children's ombudsman in Botkyrka

The children's ombudsman in Botkyrka works to ensure that the rights of children and young people are respected, and that children and young people are given the opportunity to influence their own situation. The children's ombudsman listens, offers help and makes sure that your question or problem ends up in the right place. If you feel that something is wrong or that somebody has done something wrong to you, you can call or send an e-mail to the children's ombudsman.

TELEPHONE 0708-86 11 74

SMS 0708-86 11 74

INTERNET botkyrka.se/barnombudsmannen

You are not alone, talk to an adult you trust.

Centre for children and young people up to the age of 20

If you are having a difficult time at home or at school, you can ask an adult whom you trust for help. You may feel unwell for many different reasons: harassment, because somebody close to you is being violent, because someone you care about is feeling unwell, drinks too much or for some other reason. All the adults who work with children, for example at school, are expected to help if a child says that they are not feeling well for some reason.

At the social services, we make sure that children receive help and protection if they need it. If you contact us, we listen to what you have to say and to what you need. Children who contact us are sometimes worried about what will happen when their parents find out that they are unhappy. We will discuss this with you and together we decide how and when to talk to your parents, so that you are comfortable with it.

TELEPHONE 08-530 622 55

WEBB botkyrka.se/barnochunga

If you need help in the evenings or weekends, you can call the on-duty social service TELEPHONE 020-70 80 03 INTERNET botkyrka.se/socialjour

Ungdomsmottagning, for young people under the age of 23

As a young person, you may need a place to turn to for help and support. The Botkyrka youth clinic is such a place. You can come here to get tested for pregnancy test or venereal diseases, to obtain contraceptives or to talk with us about things that feel important or difficult.

You can always ask us if you are uncertain that the youth clinic is the right place for your question or problem. If you can receive better help somewhere else, we will help you to go there.

TELEPHONE 08-530 613 57

E-MAIL ungdomsmottagningen@botkyrka.se

INTERNET botkyrka.se/ungdomsmottagningen

miniMaria – alcohol, drugs and gambling

Could alcohol, drugs or gambling be a problem for you? Regardless of whether you have just tried it for the first time or this is something that you have been doing for a while, you can contact us at miniMaria. You can also ask us questions and receive support in your situation.

If you are a friend, a parent or someone else who is worried about a young person using alcohol or drugs or gambling, you are also welcome to contact us.

miniMaria is a cooperation between Botkyrka Municipality and Stockholm County Council. If you are older than 21, you can turn to the Addiction Advisory Service.

TELEPHONE 08-530 622 96

TELEPHONE TO A NURSE 08-123 474 91

E-MAIL minimaria@botkyrka.se

INTERNET botkyrka.se/minimaria

[Ruta] Your youth clinic online

umo.se – website where you can find the answers to lots of questions that you may have when you're young. You can also ask your own questions anonymously and receive a personal answer. If you wish instead to talk with somebody or need to visit a reception, contact the youth clinic.

[Ruta] BRIS – Children's Rights in Society

You can always contact BRIS when you wish to talk with an adult who will listen. The call is free and will not be shown on the telephone bill. BRIS is a non-profit organisation.

[Ruta] Tjejjouren/Girls' emergency service in Botkyrka Municipality

If you are a girl between 12 and 30 years of age, you can talk or chat with us about whatever you like. The girls' emergency service give advice and support and can help you in contacts with agencies, social services, health services and the police if necessary. The girls' emergency service is part of the Botkyrka women's and girls' emergency service, which is a voluntary organisation.

TELEPHONE 08-530 304 70

E-MAIL botkyrka.tjejjour@gmail.com

INTERNET tjejjouren.se/botkyrka

Are you the victim of a crime?

Have you been subjected to violence, threats, assault or some other crime? Have you witnessed a crime? Many discover in such a situation that they need help in dealing with what has happened. If you are under 21 years old, you can receive this help at the Support centre for young people subjected to crime. You can also receive practical help and information about what happens after a report has been made to the police and at a trial in a Court of Law.

TELEPHONE 08-530 610 00, ask for "Stödcentrum".

E-MAIL stodcentrum@botkyrka.se

INTERNET botkyrka.se, search for "Stödcentrum"

When your parents do not live together

If your parents decide to no longer live together, a lot will change for you. Perhaps you feel angry or upset and have lots of questions, but you do not know who you can talk to.

At the family rights section, we have groups for children between 7 and 12 years old. Here, you can meet other children in the same situation to talk about life and how you feel. If you would like to join a group, you need to talk to one of your parents who can sign you up.

TELEPHONE 08-530 610 00, ask for "Familjerätten"

INTERNET botkyrka.se/skildavarldar

Support for family members

When somebody you care about is ill, feeling mentally unwell or has an addiction, it affects your everyday life too.

It may be your mother or father, a sibling or someone else who means a lot to you. In that case, it can be nice to have somebody to talk to. The municipality's family support can answer questions and give you advice and support. We also arrange meetings for young people with similar experiences.

TELEPHONE 08-530 610 00, ask for "Stöd till anhörig"

INTERNET botkyrka.se/anhorig

[Ruta] Child and Youth Psychiatry (BUP) in Botkyrka

If you are under the age of 18 and are feeling mentally unwell, you can receive help and support from BUP. BUP in Botkyrka is run on behalf of the County Council by Prima Botkyrka.

TELEPHONE 08-580 071 00

INTERNET for general information: bup.se INTERNET for young people: prima.se/prima-botkyrka

E-MAIL botkyrka@prima.se

ADDRESS

Tomtbergavägen 2

145 67 Norsborg

Call if you need to talk, you don't need to say who you are

18 years old and responsible for your own finances

When you come of age, the freedom to make decisions regarding your life increases – but so do your responsibilities. The choices you make on how to use your money can affect you for a long time to come. At botkyrka.se, there are tips and links to various tools which can help you make decisions about your finances.

If you have an income of your own but discover that the money is not sufficient to pay your bills, you need to deal with this as soon as possible. Contact us at the budget and debt advisory service. We will go through your finances with you and draw up a plan for how you should spend your money.

TELEPHONE 08-530 610 00, ask for “Budget- och skuldrådgivning”

INTERNET botkyrka.se, search for “Budget och skuld”

When you need to apply for financial assistance

Sometimes, a situation arises where you find yourself short of money. You try everything to find a solution, but you do not succeed. If that happens, you can contact us to apply for financial assistance. Contact us and we will tell you what to do in order for us to be able to make a decision regarding your application. If you are under the age of 21 and still in school, it is your parents' responsibility to support you.

TELEPHONE 08-530 610 00, ask for “Mottagningen för ekonomiskt bistånd”

INTERNET botkyrka.se/ekonomisktband

FAMILJ OCH FÖRÄLDRAR/FAMILY AND PARENTS

To be a parent can be the greatest, most enjoyable and most meaningful thing in life, but it can also be a challenge. In our municipal district, there are several different places where you can turn for advice and support or to meet other parents and share experiences. The task of the social services is to ensure that children and young people grow up under secure conditions. We work together with you, the parents, to ensure that your child is well taken care of.

Parental support meetings

At the parental support meetings, you will receive tips and advice on how you can strengthen the relationship with your child, avoid unnecessary conflicts and get everyday life to run a bit smoother. In the group, you can exchange experiences as parents and you can receive practical tips as to how to make the dialogue with your child easier and find new ways of handling conflicts.

- ABC – all children in the centre, 4 meetings for those with children aged 3–12
- KOMET, 11 meetings for those with children aged 3–11

The parental meetings are free of charge. Read more about the parental meetings at botkyrka.se.

TELEPHONE 08-530 610 00, ask for “Föräldrastödssamordnare”

INTERNET botkyrka.se/duforalder

Öppna förskolan/Open preeschool

The Open preschool is a meeting place for parents with children aged 0–5. You can come and go as you please. We have music assembly and provide a space where parents and children can paint, read and do crafts together. The goal is for the parents and staff to create good conditions for the children to get a good start in life.

- Baby massage, for children who are approximately 2 months old
- Cooperation with SFI Swedish language classes.

We can be found in Storvreten, Tullinge, Hallunda, Alby and Fittja. The opening hours, programmes and information about the parental groups can be found at botkyrka.se.

Family and parental support

When you need advice, support and help in your parental role, you can contact those of us who are working with family and parental support. Your needs may be related to different matters such as upbringing, setting boundaries, problems facing the family after a divorce or other things which influence life. There may also be communication problems which lead to conflicts with your child, or the child may have problems at school, at the after-school recreation centre or with friends.

We are available for parents of children up to 20 years of age.

We offer advice over the telephone, individual advice or support, family counselling and meetings with relatives or other persons who are important to your family. Together with you, we will decide which form of support is the most suitable for you.

TELEPHONE 08-530 623 60

INTERNET botkyrka.se, search for "Stöd till föräldrar"

Does your child use alcohol or drugs?

If you are worried that your child is using alcohol or drugs, you can contact miniMaria for advice and support. We also give support to parents whose children are gambling. You are welcome to visit us with or without your child. miniMaria is a cooperation between Botkyrka Municipality and Stockholm County Council.

TELEPHONE 08-530 622 96

TELEPHONE TO A NURSE 08-123 474 91 E-MAIL minimaria@botkyrka.se

INTERNET botkyrka.se/minimaria

The Police's helpline for parents

TELEPHONE 020-21 70 00

INTERNET polisen.se/stockholm

Subjected to domestic violence

Have you been subjected to violence, insults, threats or abuse in your relationship? At the domestic violence unit, you can receive practical information, advice or engage in motivational conversations and therapeutic talks for adults who are or have been subjected to domestic violence. We are bound by professional secrecy. If you have any questions, you can call us anonymously. If you find yourself in an emergency situation during an evening or weekend, you can contact the on-duty social service at 020-70 80 03 or call the police at 112.

Does it happen that your partner or children become afraid of you? Do you get so angry that you lose control?

Are you concerned about your strong reactions? We can provide you with support and help you learn to recognise your own

warning signals and develop your ability to handle stress and anger.

Domestic violence unit

TELEPHONE 08-530 631 95

E-MAIL mottagningvaldinararelation@botkyrka.se INTERNET botkyrka.se/vinr

Health centre and investigation of children and young people aged 0–20

If you are worried about your child or your teenager, you are entitled to seek support from us. You may be concerned because your child has witnessed violence or has been the victim of violence or abuse. Your child is perhaps being bullied or has been drawn into criminality or has started taking drugs.

Perhaps you feel unable to cope as a parent and need support in your parental role. Remember that the earlier you notice and deal with a problem, the easier it is to fix.

If you seek support from us, we at the social services will start an investigation. If the investigation shows that your child needs support, you and your child will be entitled to the support decided upon. We also accept reports of concern that there is risk of a child being treated badly.

You are always welcome to contact us with questions about whom you should contact to receive advice and support for your child and family.

TELEPHONE 08-530 622 55

WEBB botkyrka.se/barnochunga

If you need help in the evenings or weekends,
you can phone the on-duty social service TELEPHONE 020-70 80 03 INTERNET botkyrka.se/socialjour

We meet children and young people both at school and in their spare time

Each day we meet and talk with children and young people in Botkyrka. We know a lot about what is going on and when there is cause for concern. If you are wondering what is happening in your child's surroundings or if you want to talk about parenthood in general, you are welcome to contact us.

As a parent, you are the most important person in your child's life. If needed, we will support you and your child in solving both small and large problems. If it appears necessary, we will invite you to a parental council. Together with the parents of your child's friends, you can talk about how you interpret your child's situation and how you wish to deal with it.

TELEPHONE 08-530 610 00, ask for "Förebyggande socialsekreterare" if your child is 0–12 years old. Ask for "Områdessekreterare" if your child is 12–20 years old.

FACEBOOK Områdessekreterare i Botkyrka INSTAGRAM @forebyggarna (förebyggande socialsekreterare)

INTERNET botkyrka.se/omradessekreterare

BRIS (Children' Rights in Society) – for adults

Phone BRIS and ask your questions about children. BRIS is a non-profit organisation.

TELEPHONE 0771-50 50 50

INTERNET bris.se

Has your child been the victim of a crime?

Do you have a child who is under the age of 21 who has been the victim of a crime involving violence, threat or abuse or who has witnessed a crime? Many discover in such a situation that they need help in dealing with what has happened. You can receive this help at the support centre for young victims of crime.

As a parent, you can also turn to us even if your child chooses not to. We also offer practical help and information about what happens after filing a police report and at a court trial.

TELEPHONE 08-530 610 00, ask for "Stödcentrum".

E-MAIL stodcentrum@botkyrka.se

INTERNET botkyrka.se, search for "Stödcentrum"

Save the children, phone line for parents

TELEPHONE 020-78 67 86

E-MAIL foraldrar@rb.se

INTERNET raddabarnen.se

Familjerätten/Family law section

If you divorce or separate, you can suddenly face a number of questions and difficulties that you have not faced before. If it is difficult for you as a parent to agree with the other parent on custody, living arrangements and access rights, you can obtain advice via telephone or in person. It is also possible to book a time for a cooperation discussion between you and your partner.

The family law section in Botkyrka also answers questions and receives applications for adoption. Book a time for an information meeting.

TELEPHONE 08-530 617 01, ask for "Familjerätten"

INTERNET botkyrka.se/familjeratten

Groups for children whose parents have separated

Parents separating is a great readjustment for children. When adults need to talk they turn to other adults. But who do the children talk to?

The family law section offers group activities for children between the ages of 7 and 12 whose parents have separated. The children are able to meet other children in a similar situation, and to talk about life and how they feel. The purpose of the meetings is to strengthen the child's self-esteem and to increase their awareness of their own needs.

TELEPHONE 08-530 617 01, ask for "Familjerätten"

INTERNET botkyrka.se/skildavarldar

DU SOM ÄR VUXEN/INFORMATION FOR ADULTS

Have you been subjected to violence? Contact us.

Everybody can at some time in their life find themselves in need of support and help. It can be a difficult situation, a social or personal problem which you or someone close to you is experiencing. You can always contact us to ask for advice or to ask questions.

Familjerådgivning/Family counselling

The state of our partner relationship influences us both mentally and physically. At different stages of our lives, we are subjected to crises and changes which can make it difficult for us to talk to each other in a constructive manner. The task of the family counselling section is to support you in functioning conversations and to help you find solutions to your problems.

At the first meeting, you describe the situation and what each of you wishes the talks to lead to. Each visit lasts up to 1.5 hours and costs SEK 250.

TELEPHONE 08-530 610 00 and ask for "Familjerådgivning"
INTERNET botkyrka.se/familjeradgivning

Subjected to domestic violence

Have you been subjected to violence, insults, threats or abuse in your relationship? At the domestic violence unit, you can receive practical information, advice or engage in motivational conversations and therapeutic talks for adults who are or have been subjected to domestic violence. We are bound by professional secrecy. If you have questions, you can call us anonymously. If you find yourself in an emergency situation during an evening or weekend, you can contact the on-duty social service at 020-70 80 03 or call the police at 112.

TELEPHONE 08-530 631 95
E-MAIL mottagningvaldinararelation@botkyrka.se INTERNET botkyrka.se/vinr

[Ruta] Kvinnojouren in Botkyrka

If you are being subjected to violence or in some other way are in need of help, you can contact us. We give advice and help you to contact the authorities, social services, health service and if necessary the police.

The women's service is a voluntary association.

TELEPHONE 020-33 33 88, 24-hour service

E-MAIL info@botkyrkakvinnojour.se

INTERNET botkyrkakvinnojour.se

If you are worried, you can always contact us.

Support for family members

When a parent, a sibling, a child or someone else close to you is ill or depressed or has an addiction problem, it affects your life too. In that case, it can be nice to have somebody to talk to. The municipality's family support gives you advice and support in your situation. Through the family support unit in Botkyrka, you can meet others in the same situation and share experiences.

TELEPHONE 08-530 610 00, ask for "Anhörigsamordnare"

INTERNET botkyrka.se/anhorig

[Ruta] Brottsofferjouren/Crime-victim support Huddinge–Botkyrka

The unit provides support for victims of crime. We can for example offer help in contacting the authorities and insurance companies, and support in connection with a trial.

TELEPHONE 08-710 01 02 or 0707-72 01 02

E-MAIL info@h-b.boj.se

Addicted to alcohol, drugs or gambling?

If you feel that alcohol, drugs or gambling has become a problem for you or for someone close to you, immediate help is available at the addiction advice unit to prevent the problem from becoming too great. We offer guidance in changing your lifestyle so that your circumstances improve.

If the help we offer you does not meet your needs, it may be necessary to carry out an examination of your needs and your life situation. If you are under the age of 21, you should turn to miniMaria.

TELEPHONE 08-530 613 00

SMS 0722-16 72 30

E-MAIL beroenderadgivningen@botkyrka.se

DROP-IN visiting address and times are available at

INTERNET botkyrka.se/beroenderadgivning

Activities for people with mental disabilities

If you have a mental disability and are missing a social network or something to do during the daytime, you can receive support to get back on your feet.

We offer a place to meet others in the same situation, and to participate in activities and study circles. You can try some handicrafts or improve your computer skills. We also arrange study visits together. There may be other opportunities available to you.

TELEPHONE 08-530 610 00, ask for "Socialpsykiatrin"

INTERNET botkyrka.se, search for "Psykisk ohälsa"

[Ruta] Manscentrum/Men's centre

The men's centre gives advice and support in matters relating to relationship problems, separation crises, losses, disputes about children, or anger, aggressiveness and violence. The men's centre is a voluntary association.

TELEPHONE 08-643 11 83

E-MAIL kriscentrum@manscentrum.se

INTERNET manscentrum.se

Budget and debt consultations

When your money does not last you the whole month or you find it difficult to pay off your debts and loans, the first reaction is often "it should sort itself out next month". We can give you information, advice and support in matters concerning your economy. For example, we can draw up a budget together and an overview of your debts. We can go through the available options, such as voluntary debt arrangements or applying for debt restructuring. Contact us for more information!

TELEPHONE 08-530 610 00, ask for "Budget- och skuldrådgivning"

E-MAIL skuldradgivning@botkyrka.se

INTERNET botkyrka.se, search for "Budget och skuld"

When you need to apply for financial assistance

Sometimes a situation arises when you find yourself short of money. You try everything to find a solution, but you do not succeed. If that happens, you can contact us to apply for financial assistance. The aim is always to make sure that you are able as soon as possible to support yourself and lead an independent life. Our task is to help you on your way there. Contact us at the unit for financial assistance and we will tell you what we can do in order to reach a decision in your case.

TELEPHONE 08-530 610 00, ask for "Mottagningen för ekonomiskt bistånd"

INTERNET botkyrka.se/ekonomisktbistand

SÅ HÄR NÅR DU OSS/HOW TO CONTACT US

You do not have to give your name if you don't want to.

You can reach the different operations of the municipality through the Contact Centre by calling 08-530 610 00.

If there is a direct number or other contact information such as an e-mail address, mobile telephone number and Facebook page, this information is given in this catalogue together with the activity description.

Telephone hours, visiting hours and addresses are available at www.botkyrka.se, together with information as to whether you need to book a time before you come.

We answer your calls and receive you and your family as soon as is possible.

More information at www.botkyrka.se.

You can read more about the advice and support which Botkyrka can provide by visiting our website: botkyrka.se. This catalogue is available in a number of different languages on the website. There are also links to other websites and activities which can be of use.

You can also direct your questions to the municipality's Contact Centre by calling 08-530 610 00, or you can go to one of the Citizen's Advisory Offices (Medborgarkontor) in Alby, Fittja, Hallunda, Tullinge and Tumba.

This catalogue provides information about the social service advice and support available to all those living or staying in Botkyrka Municipality. If you live in another municipal district, you should contact your own municipality directly.