

The validity and continuance of service vouchers for home services for families with children during exceptional circumstances

The validity of service vouchers for home services for families with children and the hours granted will remain as they are for the time being during the exceptional circumstances.

Once a customer has suspended the home services provided to them via a service voucher during the exceptional circumstances, they have the option of using the unused hours at a later time.

Unused service voucher hours are transferred immediately when the customer decides to continue with the service. In this event, the customer must contact home services for families with children at social guidance for families with children by phone.

It is important that service providers do not hesitate to contact home services for families with children during the exceptional circumstances.

If your family continues to need help even after the service voucher has expired, please contact home services for families with children.

You can call us at the social guidance for families with children telephone number: 09 310 15454 weekdays 8–13.

