

‘Need help?’ contact request

Please contact us if you need help for your family or child. Our low-threshold service will provide you with help and the right kind of support for stressful life situations, as well as any upbringing problems with young or older children. You can contact us any time.

Your contact request will be responded to by social welfare professionals within three working days.

As a customer, you do not need to know which service is best suited for your family. The professionals will make these determinations for you.

Contact us on the following page: www.hel.fi/needhelp



Telephone service for social welfare counselling for families with children

+358 (0)9 3101 5454

Mon–Fri 9:00–12:00

You can also reach Swedish-speaking workers via the same number on Mondays 9:00–12:00
We serve customers in English as well

The service hours for home services for families with children are 8:00–13:00
(changes to appointments 7:00–13:00)

Helsinki

SOCIAL SERVICES, HEALTH CARE
AND RESCUE SERVICES DIVISION
Family and Social Services
www.hel.fi/sotepe/en

Support from Family Centres



Family centres offer low-threshold services for families with children, teenagers and their parents living in Helsinki.

Helsinki

Telephone service for social welfare counselling for families with children



Help with everyday challenges

Are you in need of advice, guidance or help concerning your family's everyday life?

If so, please do not hesitate to contact us. We can work out issues with upbringing, parenting and stress in everyday life together. We can also provide advice on how to cope with teenagers.

Social services professionals will answer your call, don't hesitate to contact the service numbers.



Social guidance for families with children

Social guidance for families with children is support, guidance and advice intended for families with children aged 0–16 in relation to

- various situations in life
- parenting and upbringing issues
- sleep guidance
- parenting challenges and fatigue
- school absences.

Home services for families with children

A need for home services might arise if:

- you need support in taking care of and bringing up your children
- you need tangible help for a smoother everyday life
- you are concerned about your own coping
- a parent in the family is mentally or physically ill
- you need temporary child care services so you can take care of personal matters.



Illustrations: Mari Huhtanen

Family Counselling Office

The upbringing and family guidance services are intended for children aged 0–17 and their families. The Family Counselling Office provides help with:

- issues related to the development and upbringing of children and adolescents
- problematic family situations
- crises affecting a child or family.

Therapeutic work for families with infants

Therapeutic work for families with infants may be necessary when the support provided by loved ones or the maternity and child health clinic and other basic services is no longer sufficient.

Therapeutic work for families with infants supports expecting families and families with a child under the age of one with, for example:

- anxiety or concerns during pregnancy or after childbirth
- difficulties related to interacting with the baby
- a frequently crying, restless or difficult to calm down infant
- problems related to sleeping and feeding
- problems in the family's private life and everyday coping.

Couples therapy

Couples therapy is intended for families that have problems related to the parents' relationship.

Such problems can include:

- relationship crises in the family's different development stages
- interaction and communication difficulties in the relationship
- infidelity and the risk of separation
- patchwork family problems.