

Children's rights in child welfare open care

Illustrations by Lille Santanen



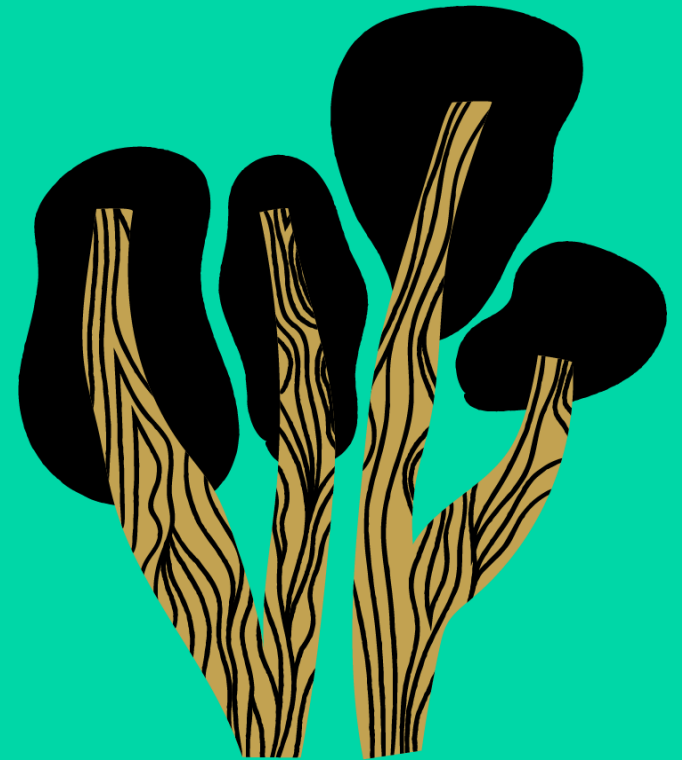
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Your rights in child welfare open care

Children have their own rights that protect them. These rights have been agreed on internationally, and they are also written into Finnish law. An important law that protects children in Finland is called the Child Welfare Act.

In this brochure, we explain your important rights as a client of child welfare open care. Child welfare open care means helping you and your family live a safe and good life at home.

You have the right to be heard, to receive the care you need and to live a safe everyday life. A child welfare social worker is involved to ensure that your rights are respected.



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You have the right to care and wellbeing

It is your parent's or guardian's responsibility to make sure that you feel safe and are growing up in good conditions.

If your family is having difficulties, child welfare services are here to help. It is our responsibility to make sure you are treated well and receive the support you need.

In everything we do, we always consider what is best for you.

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You have the right to meet with your assigned social worker

You have been assigned a social worker. They will meet with you regularly and make sure that you are treated fairly and well.

You can always ask to meet with your social worker or send them a message. Your assigned social worker is there for you and wants to hear how you are doing.

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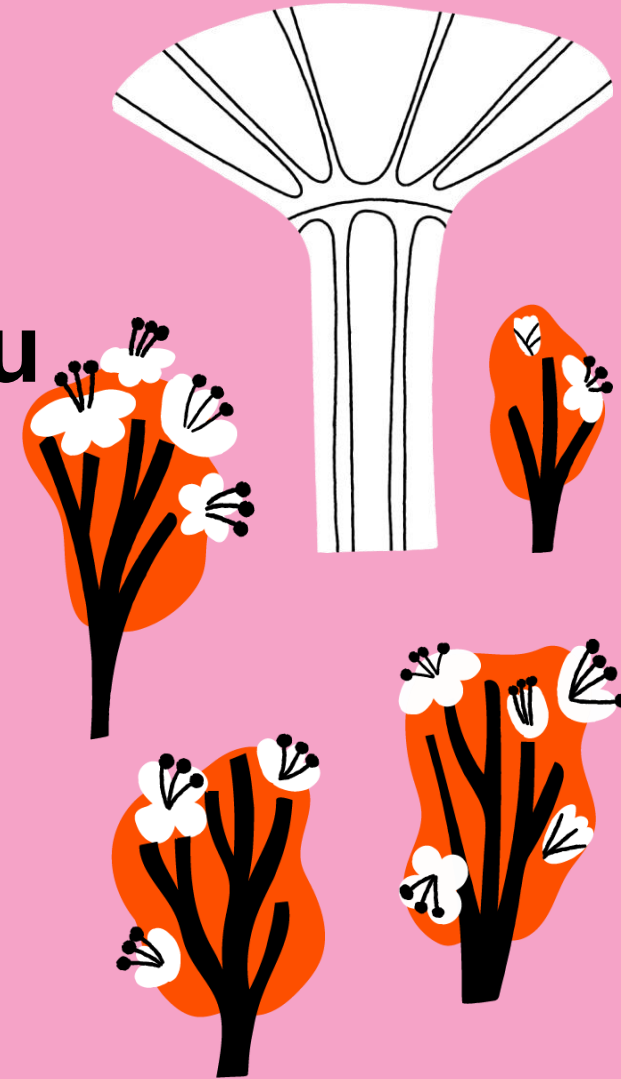
You have the right to receive a client plan and the decisions that concern you

A client plan is drawn up for you together with you and your family.

This plan includes:

- the issues for which you and your family need help
- what kind of support you and your family will receive
- when and where you will meet your assigned social worker
- the opinions of everyone involved

Decisions about support measures are made, and from the age of 12 onwards, you will receive these decisions in writing.



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You have the right to receive information

You have the right to be informed about matters that concern you, including the reasons why you cannot live at home.

You also have the right to get answers to your questions, for example, about what needs to happen for you to be able to move back home.

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You are entitled to your own opinion

You are entitled to your own opinion. You have the right to express what you think and want, and you can disagree with adults.

From the age of 12 onwards, you will also be formally given the chance to share your views on matters that concern you.



Your rights are enforced

Children's rights are the responsibility of adults. Your assigned social worker and other adults will make sure that your best interests are protected.

If you feel you are being mistreated, please tell your assigned social worker.

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You have the right to give feedback

Your assigned social worker will guide you on how to submit an objection or complaint. You can also provide feedback, appeal decisions that concern you, or contact the following bodies:

- Regional State Administrative Agency (AVI):
www.avi.fi/en/services/government-agencies/enforcement-and-reporting-violations
asiakaspalvelu@avi.fi
tel. +358 29 501 6780
- Parliamentary Ombudsman of Finland:
www.oikeusasiames.fi/en/complaints-to-the-ombudsman
oikeusasiames@eduskunta.fi
- Ombudsman for Children:
www.lapsiasia.fi/en/contact-information
lapsiasiavaltuutettu@oikeus.fi
tel. +358 29 566 6850

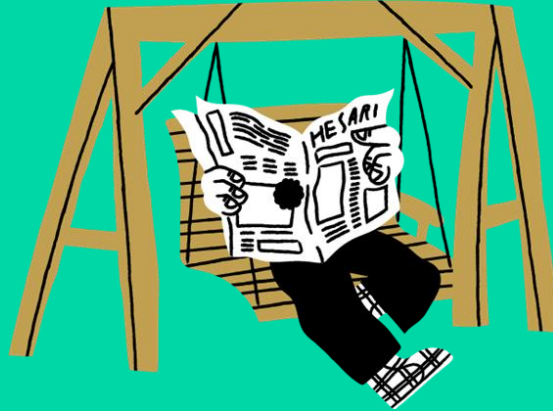


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Your information is handled with due care



Information about your affairs is recorded in the system. Writing down information helps us make sure we don't forget important details.



Your information will only be shared with others if the law allows it and if it is in your best interests.



If you want to prevent your information from being shared with your parents, talk to your assigned social worker. The social worker will consider whether this is possible.

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**You have the right to a safe
life and to be heard.**

You matter!

[More brochures on the rights of children](#)

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