



## Help and advice concerning child welfare and risk of sexual abuse

### Seeking help for families and children at risk

Child protection concerns us all! Do you know of any children who are possibly being neglected, mistreated or abused? Are you pregnant and do not think you will be able to keep the new born baby? Here are your most important contacts for getting help.

Most of these services are only available in German. Some towns and cities do have language professionals and female translators on staff who can assist, for example Hanover, Hanover Region and Wilhelmshaven.



All multilingual service and advice centres are denoted with a flag.



### Note: translation services for refugee women and girls

All institutions and advice centres in Lower Saxony can be billed for translation services regarding women-specific subjects for refugee women and girls. Please contact the advice centre if you are in need of translation services – all the information relating to the institutions on this subject is available (in German) at > [www.worte-helfen-frauen.de](http://www.worte-helfen-frauen.de)

## Youth welfare offices in Lower Saxony

Youth welfare offices provide help, advice and support when children are at risk. [Child and youth emergency services](#) have been set up to provide around the clock 24-hour service.



Address of the youth welfare offices in Lower Saxony and Bremen: > [www.agjae.de](http://www.agjae.de)



If you cannot reach anybody at the youth welfare office, please contact the police. The **emergency number 110** is always free of charge, even from a mobile phone.



### Shaking is dangerous! Help for parents with crying babies

Some babies cry a lot and sometimes for a very long time. Have you already tried everything; your baby has a fresh nappy, has been fed, you are carrying him or her around or gently rocking them but they still won't stop crying? Even if you are exhausted or exasperated and don't know what to do – stay calm! Never shake your baby because shaking is extremely dangerous!



Some initial tips and information on what parents can do are provided in the flyer > "[Schütteln ist lebensgefährlich](#)" – also in [Turkish](#), [Russian](#) and [English](#): > [Shaking is dangerous!](#) at [www.sozialministerium.baden-wuerttemberg.de](http://www.sozialministerium.baden-wuerttemberg.de)

## Confidential / anonymous birth

Some mothers are forced to keep their pregnancy secret and feel they cannot keep their baby. A "confidential birth" is an option for any women who wish to remain anonymous. They can bring their child into the world in a medically safe environment. If requested, the advisors can even be there to accompany the mother and child after the birth. The child can discover who its parents are when they reach the age of 16. Advice and medical help is free of charge. Advice on this subject is available here:



### Anonymous helpline

The "Pregnant women in need – anonymous and safe" helpline is free of charge and is available day and night. Pregnant women can receive qualified advice there and, if requested, a referral to a local advice centre. Advice by phone is offered in 18 languages:



**Telephone (0800) 40 40 020**



### Online advice

The website > [www.geburt-vertraulich.de](http://www.geburt-vertraulich.de) offers important information on "confidential births", more support services and a helpline. The website is in English and German and features a > [multilingual info flyer](#) for users to download.



There is also a free online advice service: pregnant women can receive advice by email or personal chat. If necessary, a referral can be made to an advice centre. The (female) advisors are obliged to keep all information secret. The online advice service is multilingual.



### Pregnancy advice centres

An unwanted pregnancy can cause women and couples big problems. Information regarding financial options and other assistance is available at officially-approved pregnancy advice centres. They can also help resolve any legal, medical, physical and emotional aspects of a termination and offer support in reaching a decision. Translation services provided by > [www.worte-helfen-frauen.de](http://www.worte-helfen-frauen.de) are possible!



> [List of addresses of officially approved pregnancy advice centres in Lower Saxony](#)



An great deal of information can be found in the "[Ratgeber für Frauen bei ungewollter Schwangerschaft](#)" – also available in English: > [Guidebook for women in the event of unwanted pregnancy](#) at [www.ms.niedersachsen.de](http://www.ms.niedersachsen.de)

## Babykörbchen / baby hatch

For women who have chosen not to have a confidential birth, facilities available in Lower Saxony allow mothers to anonymously surrender their newborns following a secret pregnancy and birth. These "Babykörbchen" [baby hatches] are usually located in a hospital. A doctor and a midwife are alerted to look after the baby immediately after it has been surrendered. And mothers still have time to think over their decision before it becomes final. They can still decide to keep their child even after it has been surrendered.



### **Braunschweig**

#### **Babykörbchen im Marienstift**

Helmstedter Str. 35 (north side of women's hospital)  
38102 Braunschweig  
Telephone (0531) 701 13 04



### **Hannover**

#### **Babykörbchen am Friederikenstift**

Humboldtstr. 5 , (women's hospital, rear of the building Calenbergerstraße 40)  
30169 Hannover  
Telephone (0800) 605 00 40  
> [www.notruf-mirjam.de](http://www.notruf-mirjam.de)



### **Nordhorn**

#### **Babyklappe am Haus des Sozialdienstes der katholischen Frauen (SKF)**

Bentheimer Str. 33  
48529 Nordhorn  
Telephone (05921) 858 70  
> [www.skf-nordhorn.de](http://www.skf-nordhorn.de)



### **Osnabrück**

#### **Babyklappe am Kinderheim St. Johann**

Johannisstraße 39 bis 40  
49074 Osnabrück  
Telephone (0541) 33 87 70  
> [www.skf-os.de](http://www.skf-os.de)



### **Rotenburg (Wümme)**

#### **Babykörbchen am Diakoniekrankenhaus**

Elise-Averdieck-Str. 17 (main entrance to the right opposite the car park)  
27356 Rotenburg (Wümme)  
Telephone (0800) 111 0 111



## **Health help for women and children: Zentrale Frühe Hilfen / early intervention centre**

In Lower Saxony, "early intervention" health centres are available at three locations. No appointments are necessary and services are available where women's and children's health problems can be discussed. A staff of specialists make recommendations or if necessary, arrangements for medical treatment. The staff can assist with simple health problems, nutrition, and advice regarding "typical women's" subjects, including violence against women and children. The advice and support is offered free of charge. Translation services are available and provided by female language professionals.

The health centre is managed by a family and children's nurse and a family midwife. Home visits are also possible if necessary.



**Zentrale Frühe Hilfen Verden**  
**Beratungsstelle im Containerdorf am Kreishaus**

Lindhooper Str. 67  
27283 Verden

**Opening hours:**

Mondays 11.30 to 13.00 hrs  
Wednesdays 14.00 to 15.30 hrs  
Thursdays 8.00 to 09.30 hrs



**Zentrale Frühe Hilfen Bad Gandersheim**  
**Gesundheitszentrum "Zentrale Frühe Hilfen"**

Stiftsfreiheit 14  
37581 Bad Gandersheim

**Opening hours:**

Mondays 10.00 to 12.00 hrs  
Tuesdays 15.00 to 17.00 hrs



**Zentrale Frühe Hilfen Wilhelmshaven**  
**Gelände des Klinikums**

Friedrich-Paffrath-Straße 114  
26389 Wilhelmshaven  
Telephone (04421) 98 84 255

**Opening hours:**

Mondays and Wednesdays 15.00 to 17.00 hrs  
Tuesdays and Thursdays 9.00 to 11.00 hrs



> [Info flyer](#) (German, English, Arabic, Farsi)

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## Advice for parents, children, families and neighbours

What should you do if you are struggling in your daily family life or feel helpless in dealing with a parenting issue? Who can children ring if they don't know where else to turn? Who can you contact as a neighbour if you have seen something but are not sure what to do?

### Helpline for parents and children – only in German

Anonymous and free of charge from landlines and mobile phones: If you are struggling in your daily family life or feel helpless in dealing with a parenting issue, you can ring the parents' number. You can also be put in touch with specialist staff members in advice centres to receive personal advice. Children and young people who have concerns can ring the children's and young people's number:



**Parent's telephone number (0800) 111 0 550**

Mondays to Fridays 9 to 11 hrs  
Tuesdays and Thursdays 17 to 19 hrs



**Children's and young people's telephone number (0800) 111 0 333 and 116 111**

Mondays to Saturdays 14 to 20 hrs

## Help and support in advice centres in Lower Saxony – only in German

There are many advice centres available in Lower Saxony for girls and boys who are affected by violence or sexual abuse. Children, young people and parents can contact them when they need help and advice. Male and female advisors work with them to look for a way to protect the child and show them the next steps. In the event of abuse, they also explain to them what happens in criminal proceedings if a case is reported. Some advice centres focus specifically on girls and their parents. The advice meetings are free of charge, anonymous if requested and are conducted in German.



Addresses of all the advice centres: > [www.kinderschutz-niedersachsen.de/adressdatenbank](http://www.kinderschutz-niedersachsen.de/adressdatenbank)  
This online address search is only available in German.

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## Help for children and adolescent refugees with psychological problems

There are special support services for refugee children and adolescents (and their parents):



### Netzwerk für traumatisierte Flüchtlinge in Niedersachsen e.V. (NTFN)

The network for traumatised refugees in Lower Saxony offers advice and support in several languages:



Psychosoziales Zentrum für Niedersachsen  
Marienstraße 28  
30171 Hannover

#### **Consulting times (no appointment required):**

Mondays and Fridays 10 to 14 hrs

#### **Consulting times for children and adolescents:**

Every first Wednesday of the month 14 to 16 hrs

An appointment is required: [a.schueppler@ntfn.de](mailto:a.schueppler@ntfn.de) or telephone (0511) 85 64 45 25

How therapy appointments can help children and adolescents is explained in an information flyer (in [German](#), [English](#), [French](#), [Arabic](#) and [Persian](#)) at [www.ntfn.de](http://www.ntfn.de):



> [Help for Children and Adolescent Refugees with Psychological Problems](#)



#### **Crisis telephone:**

Advice in crises in Arabic, Kurdish, English and German

**Telephone (0511) 85 64 45 10**

Fridays 17 to 19 hrs



### Guide for refugee parents

The guide entitled "Wie helfe ich meinem traumatisierten Kind?" is aimed at parents of refugee children who would like to know how to help their child if they have experienced something terrible. It contains information about how traumatised children behave depending on their age and shows how parents can react properly. The guide from > [www.bptk.de](http://www.bptk.de) is available as a download in [German](#), [English](#), [Arabic](#), [Farsi](#) and [Kurdish](#) online:



> [A Guide for Refugee Parents](#)

## Genital mutilation

Even in Germany, girls are at risk of genital mutilation. Information and help is available here:



### Information brochure for combating female genital mutilation

The brochure clarifies the subject of genital mutilation and gives information about the background, consequences and motives. Anyone affected can find information at the end of the brochure about important contacts who can help and advise them. The brochure is available as a download in [German](#), [English](#) and [French](#) at [www.sozialministerium.baden-wuerttemberg.de](http://www.sozialministerium.baden-wuerttemberg.de):



> [Information brochure for combating female genital mutilation](#)

### Emergency number for genital mutilation – only in German

Women and children who are affected, as well as other people who have specific indications that a girl is at risk can use the emergency call number provided by the "SOS FGM" group. There they will find anonymous advice and access to medical, psychological and social support as well as legal assistance:



**Telephone (01803) 76 73 46**

Mondays to Thursdays 10 to 13 hrs

Fridays 12 to 19 hrs

[info@taskforcefgm.de](mailto:info@taskforcefgm.de)

> [www.sosfgm.org](http://www.sosfgm.org)



### Violence against Women helpline

The "Gewalt gegen Frauen" ["Violence against Women"] helpline is a national advice service for women and girls who have experienced violence or are still experiencing it. Family members, male and female friends can also contact the helpline. The trained staff offer advice, for example regarding sexual assault, genital mutilation or domestic violence and make referrals to regional support services. The advice is free of charge, anonymous and available in 17 languages. The hotline can be contacted day and night:



**Telephone (08000) 116 016**



> [Info flyer in 17 languages](#) at [www.hilfetelefon.de](http://www.hilfetelefon.de)

> [www.hilfetelefon.de](http://www.hilfetelefon.de) – The helpline website is multilingual (English, French, Turkish, Russian, Spanish). There is also **online advice** available on the website, as chat or email, however this is **only in German**.



### Intercultural advice centre

The Verein für interkulturelle Kommunikation, Migrations- und Flüchtlingsarbeit advises on various subjects such as violence against women and girls, abuse, forced marriages and more. The advice is free of charge. All of the information regarding the advice services is available on the website in several languages including English, French, Russian, Arabic, Turkish and Kurdish:



kargah e.V.  
Zur Bettfedernfabrik 1  
30451 Hannover  
> [www.kargah.de](http://www.kargah.de)

The society also arranges translators and interpreters if you need someone to accompany you and translate for you. This service is only possible for Hanover and the Hanover region:  
Telephone (0511) 12 60 78 16 or [sprachmittlung@kargah.de](mailto:sprachmittlung@kargah.de)



## Telephone hotline against forced marriage

Girls and women in Lower Saxony who are threatened with a forced marriage or are living in a forced marriage can seek advice and information from the hotline against forced marriage. They can get in contact by telephone or email. Advice is free of charge and anonymous on request. German and Turkish are spoken; if required also Persian, Arabic and Kurdish (Kurmanji):



**Telephone (0800) 0667 888**

### Consulting hours (no appointments)

Mondays to Thursdays 9 to 16 hrs

Fridays 9 to 13 hrs

[zwangsheirat@kargah.de](mailto:zwangsheirat@kargah.de)

## Help and advice regarding sexual abuse

The suspicion that your own child or a child entrusted to your care could be subject to sexual abuse is a big shock. It is often difficult to believe, especially if the accused is known to the parents or belongs to the family. The idea can trigger feelings of helplessness, lack of power and intimidation, guilt or shame or even anger. You can find some tips here on what to do if you suspect something:

## What you need to know about sexual abuse

Sexual abuse is violence exercised through sexuality. An adult or adolescent uses their position of power and the trust or ignorance of a child in order to satisfy their own sexual needs.

The culprit is rarely a stranger, but more often someone that the child knows. Sexual abuse is almost always a repeat offence that is well-planned and prepared.

The abuse usually starts off harmlessly and increases in intensity.

The dependency relationship, feelings of guilt, shame or lack of power stop the children from talking about their experiences. However, they often show more or less clear signals that indicate something is not right, for example changes in their behaviour. There are no obvious symptoms of sexual abuse.

## How you can support affected children

Observe changes in their behaviour attentively and take the signs seriously!

Believe the child when they make hints and confide in you. Assure them that it is not their fault and nobody is allowed to do such things to them.

Show the child that you will listen to them but don't press them.

Think about some steps you can take together that provide initial protection.

Stay cool and calm even if you find it difficult to do so.

Never keep your suspicions to yourself, seek advice from specialists in an advice centre! There you will find support for all the next steps!



## Material for children

Children's books or child-friendly informative material can help to start a conversation with the child on the subject – including if you want to support the child in how they can protect themselves. "Tipps für Kids" gives examples of how children can defend themselves against sexual harassment. These tips for girls and boys were put together by the "zartbitter" advice centre in Cologne and have been translated into many languages including English:

> [Tips for kids](http://www.zartbitter.de) at [www.zartbitter.de](http://www.zartbitter.de)