



Oslo

WELCOME

TO SØNDRE NORDSTRAND DISTRICT



CONTENTS

In Søndre Nordstrand District, our goal is to make it easy to find and use available services and offers.

Whether you need help with your kindergarten application, seek more information about health clinic services, or want to know more about activities in your neighbourhood, we are happy to help! This brochure provides information about some of the services available in the district – and please do not hesitate to contact us if you have a question!

We are bound by a duty of confidentiality.

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RECEPTION AT BYDELSHUSET



-  Holmliaveien 75, 6th floor, 1255 Oslo
(1 sixth floor at Holmlia Senter)
-  21 80 21 80
-  postmottak@bsn.oslo.kommune.no
-  Monday–Friday: 08:00–15:30
Service hours may vary

Bydelshuset in Søndre Nordstrand District

Bydelshuset is the district centre, where you can get help with the following:

Help with applications:

- Kindergarten – information and help filling out an application for your child.
- Voksenopplæringen (adult education): The City of Oslo offers Norwegian language education for adults. Contact the reception at the district centre to get help with your application.

At the district centre you can also get information about the different services offered by the district. These include:

- Benefits and assistance for families and children.
- Mental health services and follow-up for children, youths, adults and the elderly.
- Home services – health care services for residents of all ages, to enable them to still live at home even with health challenges.

These are some things the district centre **CANNOT** help you with:

- Passports and ID cards – contact the police
- Taxes and tax cards – contact the Tax Administration
- School enrollment and upper secondary education – contact the Department of Education
- Primary care physician and other health services are managed via Helsenorge.no (see page 23 for how to log in to HelseNorge)
- In order to apply for Nav benefits like unemployment benefit and work assessment allowance (AAP) you must submit a digital application via nav.no (read more on pages 9–11).

HEALTH CLINIC



Scan
for more information



Holmlia senter vei 9, 1255 Oslo



23 49 64 20



helsestasjon@bsn.oslo.kommune.no



Monday– Friday: 08:00–15:00 [telephone]

Drop-in Tuesday 12:30–14:00

Health clinic Søndre Nordstrand District

Health clinic staff include midwives, public health service nurses and physicians. All services are free.

These are some of the things the health clinic can help you with:

- Health clinic for children aged 0 to 5
Vaccines, health check-ups and parental guidance
- Care and follow-up during pregnancy
- Health clinic for young people aged 12 to 24.
Free health care, birth control, consultations and examinations.
- Open health clinic.
Drop-ins for weigh-ins and questions.

These are some of the things the health clinic CAN NOT help you with:

- Urgent medical care – call 113 if it is an emergency, or Oslo legevakt at 116 117.
- Medical treatment – contact your primary care physician.
- Psychotherapy, physical therapy or hospital care – contact your primary care physician.
- Vaccines for adults – contact your primary care physician.
- Sick leave and prescriptions – contact your primary care physician.
- Dentist – see page 6.

APPLY FOR KINDERGARTEN ENROLLMENT

- A kindergarten is a safe place where children can learn and develop. Play and other activities prepare the children for school and life.
- They develop good language skills and get friends to play with.
- They learn to share, collaborate and solve small problems.
- This benefits them when it is time to start school.

The application deadline for kindergarten enrollment is 01 March.

If your child is accepted, you must accept the offer within seven days of receiving it!
The starting date

How to apply for kindergarten enrollment:

In order to fill out an application form on the city's website, you need a Norwegian national identity number or a D-number. If you do not have one, you can contact the district kindergarten administration via e-mail: barnehagesoknad@bsn.oslo.kommune.no. If you have a Norwegian national identity number or D-number, you can go on the city's website to fill out an application.

If you need help with the application, contact reception at the district centre.

- Go to <https://www.oslo.kommune.no/barnehage/> to see an overview of which kindergartens have availability.
- Log in using ID-porten: You need to log in using BankID or another form of electronic ID in order to fill out the application.
- Select which kindergartens you want to apply to. You can select up to five kindergartens.



Fill out the application form.

- Enter information about the child and its parents/guardians.
- Select your desired starting date.
- Remember to submit your application before the deadline that applies to your child.

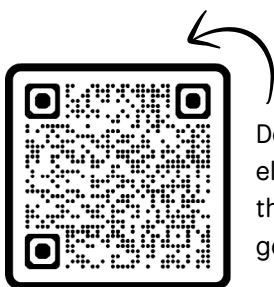
Submit your application

When everything has been filled out, you submit the application digitally. You will receive a confirmation of receipt via e-mail.

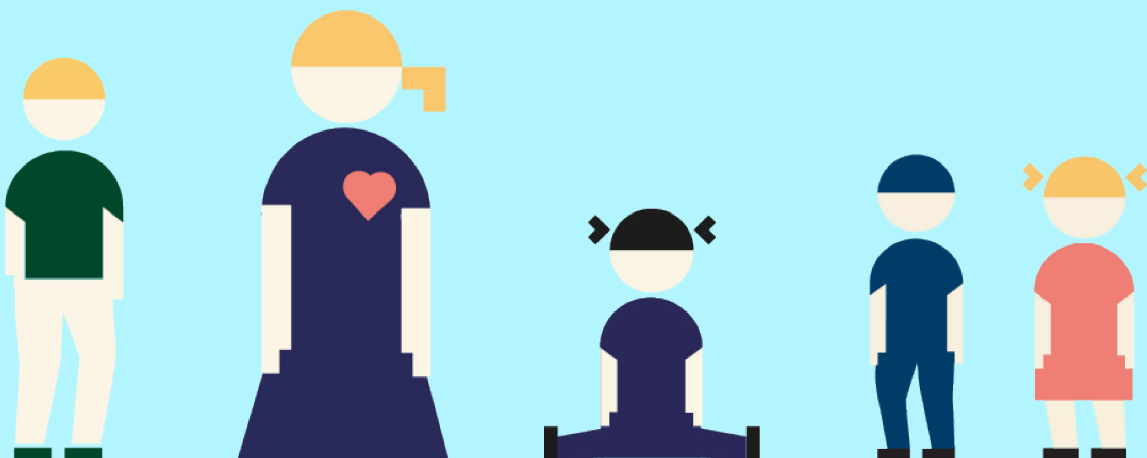
Monitor your inbox for the response

- You will receive a response to your application when a spot frees up, or by the month your child is entitled to a spot, at the latest.

Don't forget you have to accept the offer. The deadline is seven days from the day you received the offer!



Don't have an electronic ID? Scan this for help to get one



HOME GUIDANCE TEAM

Scan for more
information



Home guidance team



Holmlia senter vei 9, 1255 Oslo (4th floor)



48 88 56 37



postmottak@bsn.oslo.kommune.no

Home guidance team of Søndre Nordstrand District

A volunteer low-threshold service for families with children aged 0 to 18 who have some form of functional impairment. We help the family with what they need.

These are some things we can help with:

- Parental guidance if you have a child with functional impairment.
- Practical guidance in the home – a formal diagnosis for the child is not required.
- Training if the child has been formally diagnosed.
- Help establishing routines and a predictable environment in the home.
- Help coordinating with other services.
- Support for use of augmentative and alternative communication, such as symbols, in communication with the child.
- Support meetings.

These are some things we CAN NOT help with:

- Urgent medical care.
- Specialist health services – contact your primary care physician for a referral.
- The home guidance team does not offer relief services, but can help you fill out the application form for relief services.

DENTIST

Holmlia Senter Tannklinikk

-  Holmlia senter vei 9, 1255 Oslo
-  22 75 48 80
-  holmlia@hel.oslo.kommune.no
-  Monday– Friday: 08:00–15:30 [telephone]

Holmlia Senter Tannklinikk

- Operated by the City of Oslo
- Free for children under 18, discounts for some patient groups.

Bjørnholt Tannklinikk

-  Slimeveien 17, 1275 Oslo
-  23 19 14 20
-  bjornholt@hel.oslo.kommune.no
-  Monday– Friday: 08:00–15:30

Bjørnholt Tannklinikk

- Operated by the City of Oslo
- Free for children under 18, discounts for some patient groups.

Want to book an appointment?

You need an appointment in order to see the dentist. To book an appointment, you can call or e-mail the dentist, explaining what you need help with.

When you send an e-mail, you need to include the name and date of birth for the person seeing the dentist, as well as the phone number of the person you want us to call.

Need an interpreter?

Let the dentist know when you book your appointment, and the dentist will book an interpreter for you.

MENTAL HEALTH



Rask psykisk
helsehjelp



Ravnåsveien 1, 1254 Oslo



91 85 78 37

Phone hours are Tuesdays 09:00–11:00
and Wednesdays 12:30–14:30.



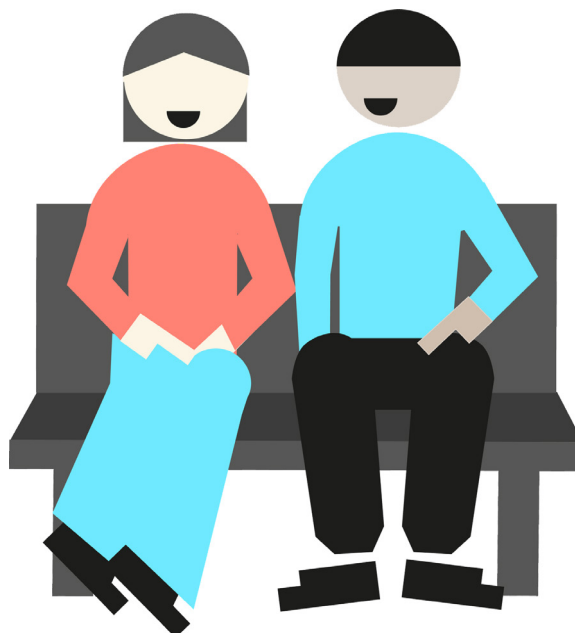
rph@bsn.oslo.kommune.no

Rask psykisk helsehjelp (Quick mental health care)

Struggling with anxiety, depression or disordered sleep? Rask psykisk helsehjelp in Søndre Nordstrand District is a free service for anyone over 16 years old. We offer courses and groups, guided self-help and discussions. You do not need a referral – contact us directly during phone hours.

These are not urgent health care services, there may be a waiting period before you get an appointment. If you need urgent mental health care, call Oslo legevakt at 116 117.

Scan for more
information



FRISKLIVSSENTRALEN

Frisklivssentralen
Søndre Nordstrand

📞 45 73 23 62

✉️ frisklivssentralen@bns.oslo.kommune.no

🌐 oslo.kommune.no – Frisklivssentralen Søndre Nordstrand

Frisklivssentralen Søndre Nordstrand

Frisklivssentralen (Healthy Life Centre) is a free service for anyone over 18 years old who want to improve their physical and mental health. Get help to improve your habits and prevent disease. The service is free.

At Frisklivssentralen you can:

- Participate in group activities with others.
- Discuss diet and nutrition or participate in courses, e.g. on sleep or pain.
- Learn to sleep better and manage pain through activities and courses.
- Manage stress and everyday challenges.
- Meet others who live in the district.
- Get support for long Covid.
- Participate in self-help groups after courses.

Scan for more
information



MEET PEOPLE AND EXPAND YOUR SOCIAL NETWORK

As a new resident in the district it is a good idea to meet new people, make new friends and expand your social network.

In Søndre Nordstrand District we have a lot of meeting places and activities for residents. Most activities are free. Below is more information about some of the offers!

Scan for more information



Volunteer centres

Mortensrud Volunteer Centre



Mortensrudveien 11, 1283 Oslo



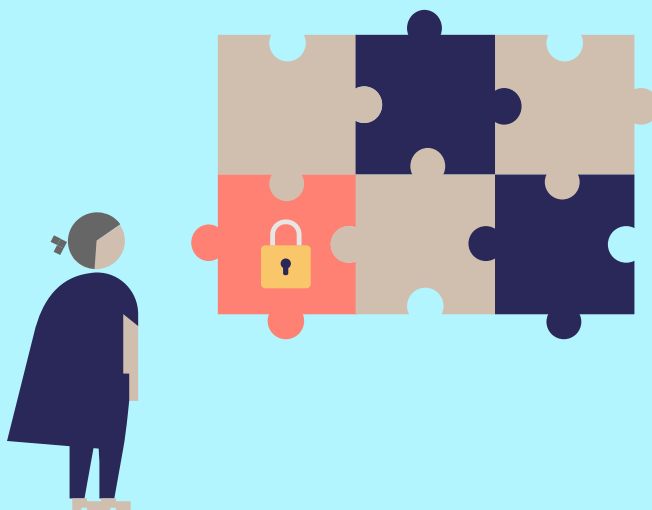
97 33 71 28



www.mortensrud.frivillighetssentral.no

Mortensrud Volunteer Centre – Mangfoldshuset:

At Mortensrud Volunteer Centre, people of many different backgrounds come together. You can participate in many different activities for women, men, children, youths and the elderly. Examples include free Norwegian language training, walking groups for women, women's groups, dad groups.





Bjørndal Volunteer Centre

-  Snipemyrveien 2, 1273 Oslo
-  48 25 34 47 [Mon–Fri,10:00–15:00]
-  nina.tveit@bsn.oslo.kommune.no
-  www.bjorndal.frivillighetssentral.no

Bjørndal Volunteer Centre

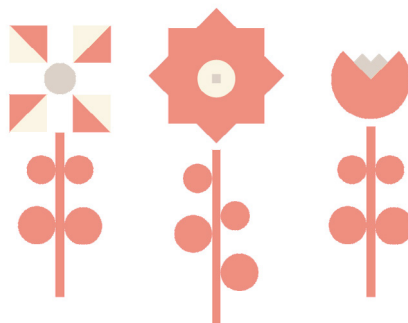
Bjørndal Volunteer Centre has many different activities for adults, children and youths.

Holmlia Community Centre and Volunteer Centre

-  Snipemyrveien 2, 1273 Oslo
-  48 25 34 47 [Mon–Fri,10:00–15:00]
-  nina.tveit@bsn.oslo.kommune.no
-  www.bjorndal.frivillighetssentral.no

Holmlia Volunteer Centre

Holmlia Volunteer Centre has many different activities for adults, children and youths.



LEARN NORWEGIAN

Scan for more
information



Oslo Adult Education



Karoline Kristiansens vei 8, 0661 Oslo



23 47 00 00



postmottak.felles.oslovo@osloskolen.no



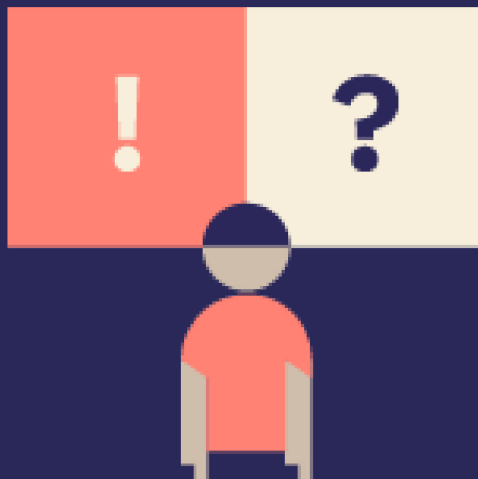
www.servicesenter.oslovo.no

Oslo Adult Education

Oslo Adult Education has Norwegian language education at all levels, from beginner (A1) to academic (B2–C1). Anyone can apply to take Norwegian language education. Some are eligible for free education, others have to pay.

In order to apply for Norwegian language education, you have to book an appointment with Oslo Adult Education.

There is a time limit on how long you are eligible for free language education, so it is important that you apply early.



Language cafés

Are you learning Norwegian and need someone to practice with?

In Oslo there are several language cafés where you can meet Norwegian speakers and others who are learning Norwegian.

Mortensrud Volunteer Centre Mangfoldshuset



97 33 71 28



www.mortensrud.frivillighetssentral.no

Scan for more
information



Mortensrud Volunteer Centre – Mangfoldshuset

They organise free language training for anyone between 18 and 75 years old.

Deichman Holmlia Language Café



Deichman Library at Holmlia

Holmlia senter vei 16, 1255 Oslo



www.deichman.no/bibliotekene/holmlia



Drop-in: Wednesdays 12:00–15:00

Scan for more
information



Deichman Holmlia Language Café

Free language café where volunteers and participants have conversations in Norwegian together in small groups.

- The language café is perfect if you speak a little Norwegian and want to practice speaking the language.

SERVICES FOR CHILDREN AND YOUTHS

In Søndre Nordstrand District there are many free services and activities for children and youths. Read more about some of them below.

Fritidsklubber

A fritidsklubb, or youth club, is a place where youths can hang out after school. You can come there after school to hang out with other youths and play games, listen to music, cook or get help with homework.

The youth clubs are open to children and youths from 5th grade up to age 18. Some clubs also have services for youths with functional impairment.

The clubs have adult staff who make sure everything is alright.

All of the clubs have low membership fees and are open several days a week. Check postings in schools, social media and the city's website for updated information on club hours and activities.

Bjørndal fritidsklubb



Lerdal fritidsklubb (Låven)



BUSH



Forandringshuset Holmlia



Mortensrud aktivitetshus



Fellesverket Mortensrud



LIBRARY

At the library you can borrow books and movies, read newspapers or do homework.

The libraries also organise activities for children, youths and families.

The district's libraries have many activities for children and youths.

There are two libraries in Søndre Nordstrand District.

Deichman Holmlia



Holmlia senter vei 34, 1255 Oslo



Monday–Thursday: 10:00–18:00

Friday: 10:00–16:00

Saturday: 10:00–15:00

Scan for more
information



Deichman Mortensrud



Senter Syd Mortensrud, Lofsrudveien
6, 1281 Oslo



23 43 29 00



mortensrud@deichman.no



The library is located on the third floor of
Mortensrud senter

Biblo Holmlia



Holmlia senter vei 34, 1255 Oslo



Monday–Thursday: 14:00–18:00

Friday: 14:00–16:00

Saturday: 10:00–16:00

Biblo Holmlia is a service for children
from 5th to 8th grade.

Nav



Ravnåsveien 1, 1254 Oslo



55 55 33 33



postmottak.sosial@bsn.oslo.kommune.no



Monday–Friday: 11:00–15:00

Scan for more information



Nav Søndre Nordstrand District

Below are some things Nav Søndre Nordstrand can help you with:

- Apply for a job.
- Temporary housing and financial assistance.
- Use of computers and access to digital services.
- Introduction programme.
- Municipal housing.
- Housing benefit from the municipality.
- Housing assistance from Husbanken (Norwegian State Housing Bank).
- Exemption card for health services.
- Follow-up of mental health problems and addiction.

Below are some things Nav Søndre Nordstrand can't help you with:

- Taxes, tax card and tax return – contact the Tax Administration.
- Passports and ID cards – contact the police.
- Primary care physician and other medical care – get a primary care physician at www.helsenorge.no
- Apply for kindergarten – see pages 24 and 25.
- Get information about payment of unemployment benefit, AAP and disability benefit. This is handled by the state section of Nav and must be handled digitally on nav.no or by calling Nav at 55 55 33 33.

Let us know if
you need an
interpreter!

Nav

Log in to Nav

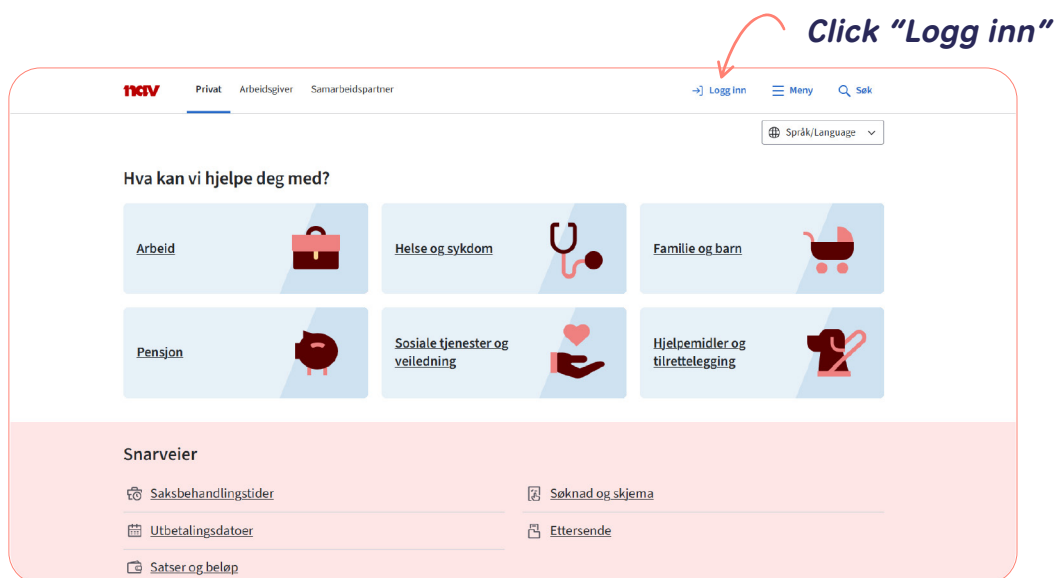
Many of Nav's services are digital – read more about them on the website.

In order to log in to Nav, you need an electronic ID.

Read more about how to get an electronic ID on pages 22–19.

Guide:

- Open your browser and go to: <https://www.nav.no>

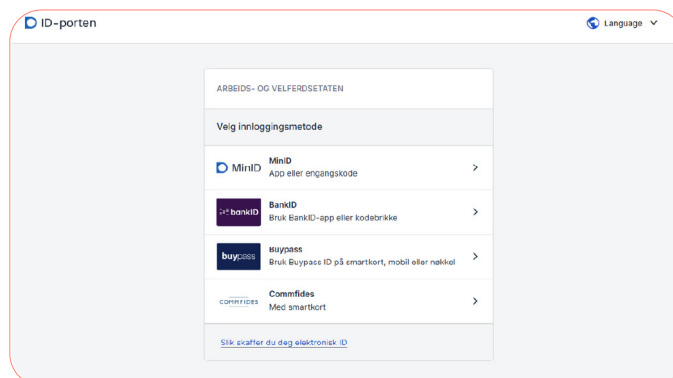


These all lead the same place, so pick one you have!

Select your identification type

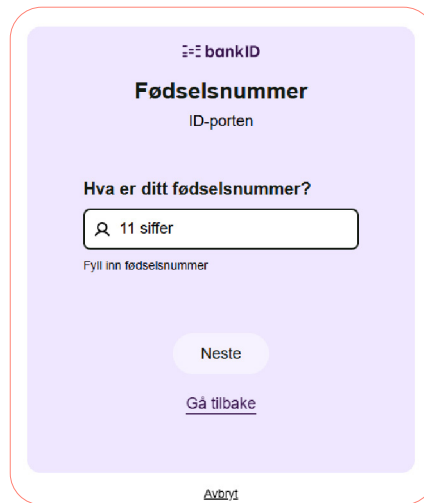
You can use different digital IDs to log in
The options that are listed on the log-in page are:

- MinID (often used for simple services)
- BankID (using a code device or mobile app)
- Buypass
- Commfides



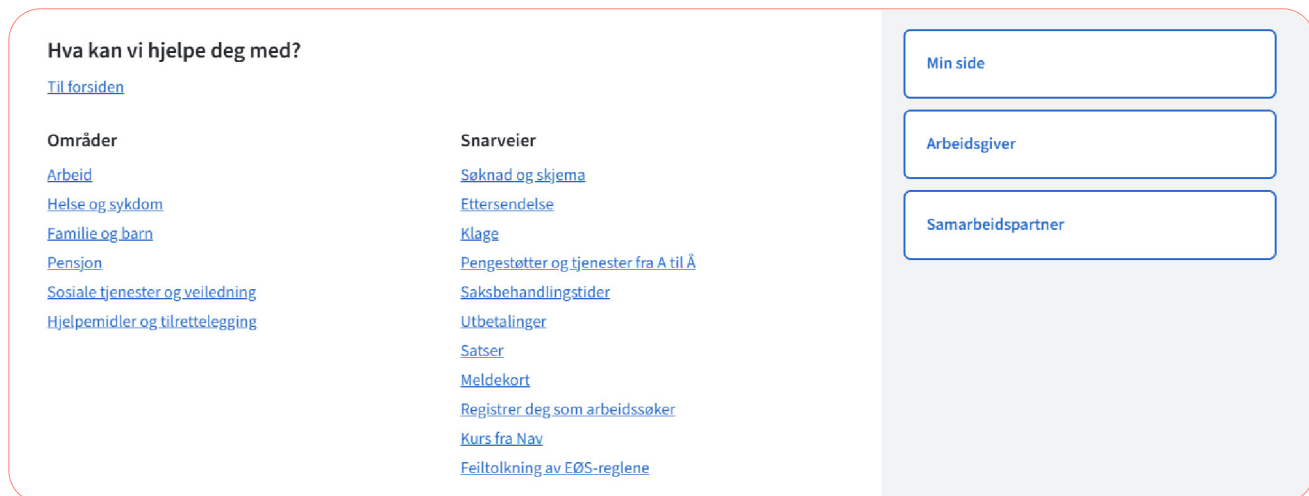
If you select BankID:

- Enter your national identity number or D-number
- Click “Neste”
- Open your BankID app or use your code device to confirm your log-in



dd.mm.yy personal identity number
e.g. 24 12 68 12345

You are now logged in!



Access to “Min side”

Once you have logged in, you come to

“Min side”, where you can:

- See your cases and payments
- Submit your employment status form
- Apply for benefits
- Receive and send messages to Nav

CREATE AN E-MAIL ADDRESS

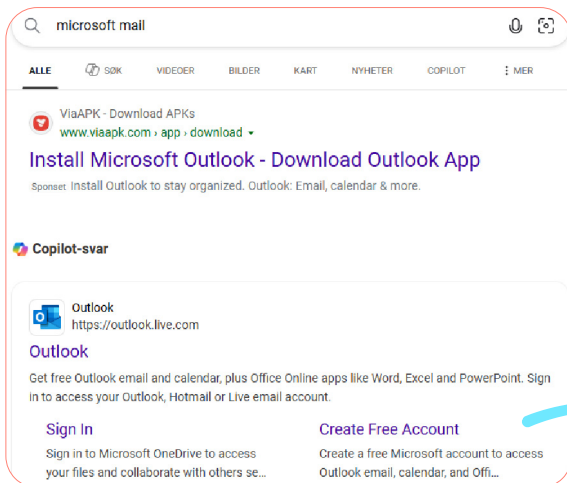
How to create an e-mail address:

1. Select an e-mail provider

Go to the web page of an e-mail provider, e.g.:

- www.gmail.com (Google)
- www.outlook.com (Microsoft)
- www.yahoo.com (Yahoo)
- www.proton.me (ProtonMail – extra secure)

Click “Create account” or “Register”



2. Enter your personal information

Normally, you have to provide:

- First and last name
- Your desired e-mail address (e.g. yourname@provider.com)
- Password (choose a strong one you'll remember)
- Click “Next” or “Continue”.

A screenshot of the Microsoft account creation page in Norwegian. At the top, there is the Microsoft logo. Below it, the title 'Opprett en Microsoft-konto' is displayed. Underneath the title, there is a subtitle 'Skriv inn den nye e-postadressen din.' Below this, there is a form with two input fields: 'Ny e-postadresse' and '@outlook.com'. Below the form, there is a blue button labeled 'Neste'. At the bottom of the page, there is a link that says 'Har du en konto allerede? Logg på'.

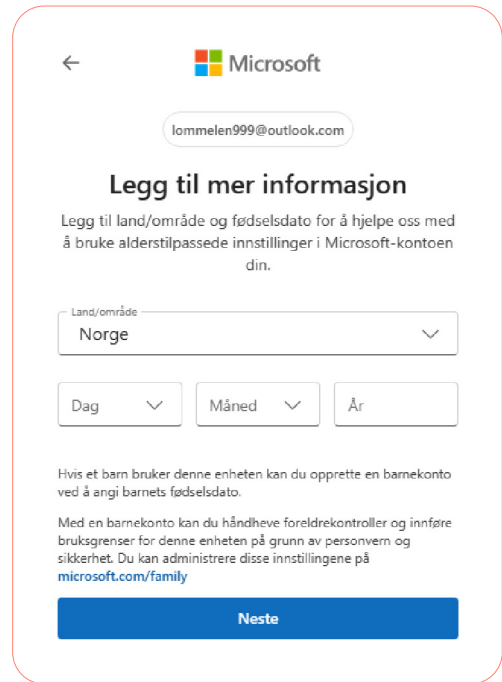
3. Confirm your identity

You may be asked to:

- Enter your phone number (for security)
- Enter your date of birth and gender
- Confirm with a code sent to your phone

4. When you are finished, you have to accept the terms and conditions.

- Read through and click “Accept” or “I consent”.



← Microsoft

lommelen999@outlook.com

Legg til mer informasjon

Legg til land/område og fødselsdato for å hjelpe oss med å bruke alderstilpassede innstillinger i Microsoft-kontoen din.

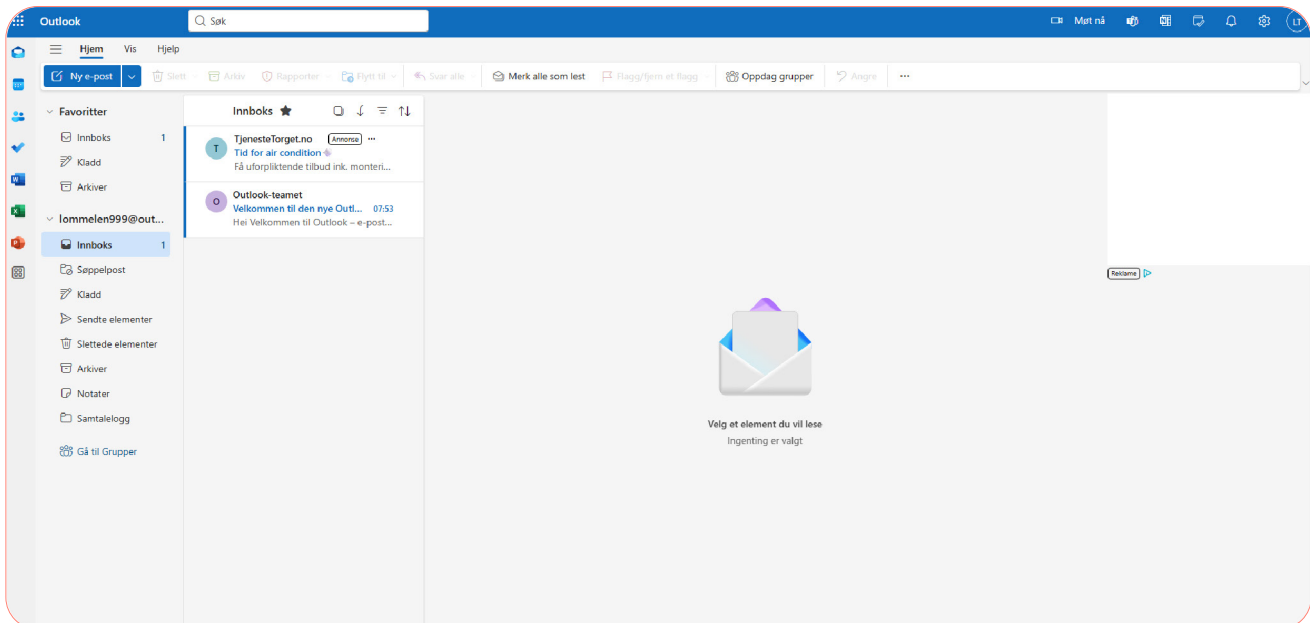
Land/område
Norge

Dag Måned År

Hvis et barn bruker denne enheten kan du opprette en barnekonto ved å angi barnets fødselsdato.

Med en barnekonto kan du håndheve foreldrekontroller og innføre bruksgrenser for denne enheten på grunn av personvern og sikkerhet. Du kan administrere disse innstillingene på microsoft.com/family

Neste



IMPORTANT PHONE NUMBERS

Ambulance (medical emergency): 113	Medical emergencies where there is serious risk of death or injury.
Fire: 110	If you discover a fire you are unable to put out. This could be in your home or somewhere you are passing by.
Police: 112	The police is the public authority tasked with enforcing and maintaining law and order, and to fight crime.
Legevakten i Oslo: 11 61 17	Urgent medical care when your primary care physician is closed or you can't book an appointment with your primary care physician for other reasons.
Oslo sexual assault centre: 23 48 70 90	The sexual assault centre is a free, 24/7 service for anyone over 14 years old who has experienced rape, attempted rape or other sexual assault. You do not need a referral to contact the centre. Contact us even if you can't remember what happened. Everyone who contacts us gets help quickly.
Psychosocial emergency service: 23 04 05 00	The psychosocial emergency service is the city's 24/7 service for acute crises.
Oslo Crisis Shelter: 22 48 03 80	Have you experienced violence, such as physical violence, control or threats from your partner, family member or others you have a close relationship with? Oslo Crisis Shelter is a service available to anyone who has experienced violence in close relationships. Contact us at any time, 24/7. We are always open.
Child welfare emergency unit: 40 42 77 77	

USEFUL WEBSITES

Service	What is it?	Where to find it	
City of Oslo	Access to all of the City of Oslo's services	oslo.kommune.no	
HelseNorge	Book an appointment with your primary care physician, access your patient file, book an appointment with a specialist	helsenorge.no	
Nav	Apply for financial support, register as a job seeker, submit employment status form	nav.no	
Kakadu	A collection of step-by-step guides to various digital and online services.	https://www.kakadu.no	
Electronic ID	A digital way to confirm your identity online. You use it when you log in to public services	There are several different types of electronic ID. BankID and MinID are two of the most common	
Altinn	Applications, tax settlements, messages from public authorities	altinn.no	

USEFUL WEBSITES

Udi.no	Information about residence permits, family immigration and asylum	https://www.udi.no/	
Digital mailbox (Digipost or e-Boks)	Receive letters from public authorities digitally	www.digipost.no / eboks.no	
Vy	See train schedules and buy train tickets.		
ruter.no	See metro, bus and tram schedules and buy tickets.	https://ruter.no/	
Ny i Norge (New in Norway)	Information that can be useful if you are new in Norway.	https://www.nyinorge.no/	

USEFUL TERMS

Taushetsplikt	Duty of confidentiality. Employees you talk to must keep information about you confidential. They can not share it with others.
Ansatt i kommunen	Municipal employee. Someone who works for the city or the district.
Innbygger	Resident. Someone who lives in the city or district.
Meldeplikt	Duty to report. Employees must report it if they think a child is living in unsafe conditions.
Søknad	Application. A form you fill out to ask for something, like kindergarten enrollment or financial support.
Vedtak	Decision. A vedtak is a decision made by a public authority (e.g. Nav, UDI or the city) about something you applied for. This includes: • Yes – your application is granted. • No – your application is denied. The vedtak will also specify why the answer was yes or no, and whether you can appeal.
Klage	Appeal. If you disagree with a vedtak , you can appeal and ask for a new assessment.
Frist	A deadline. You have to do something before a specific date.
Innen	Innen means “at the latest”, which means it’s the final deadline. If it says “ innen 1. august ”, for example, it means you have to do it before or on 1 August.
Legitimasjon	Identification. Something to prove who you are. This could be an ID card, a driving licence or your passport.
Dokumentasjon	Documentation. Papers or evidence you need to include with an application. This could be your passport, a medical certificate or something else.

USEFUL TERMS

Ytelse	Benefit. An ytelse is support you can be granted if you need help. This could be money if you don't have a job, or if you are sick, have children or live alone with a child.
Oppmøte	Attendance. You have to come in person to a meeting or an appointment.
Digitalt	Digital. Something that happens online, such as applications or messages.
Samtykke	Consent. You are saying yes to someone using information about you.
Tjeneste	Service. Help you can get from the city, such as the health clinic or home services.
Bostedsadresse	Home address. Where you live and the address you are registered with in the population register.
Register	A list or overview of persons, things or information that has been collected and stored in a single place.
Folkeregister	Population register. A register of every person who lives in Norway. When you move to a new address, you have to register your address in the population register.
Forebygging	Prevention. Something intended to prevent problems before they arise, such as health checks.
Tiltak	Measure. A tiltak is something that is implemented to help, improve or solve a problem.
Lavterskeltilbud	Low-threshold service. A service that is open to everyone and easy to access. You don't need a referral. It is often free.
Møteplass	Meeting place. Somewhere where people come together. This could be a library, volunteer centre, youth club, café or other places.

USEFUL TERMS

Veiledning	Guidance. Advice and help to understand or do something, such as filling out an application.
Tilbud	Offer/service. An activity or service you can participate in, such as language education or youth club.
Elektronisk ID/Digital ID	An electronic Id/digital ID is a digital way to confirm your identity online. You use it to log in to public services, such as Nav or the Tax Administration, or to apply for kindergarten at www.oslo.kommune.no .
Foresatt	Parent/guardian. An adult who has the legal responsibility for a child under 18 years old. This could be a mum, dad, grandparent, aunt, uncle, foster parent or others.
Attest	Certificate. A document that specifies what you did, e.g. where you worked.
Vitnemål	Diploma. A certificate from a school or education that shows which courses you took and the results you earned.
Oversikt	Overview. Knowing what exists, where things are, and what you have to do. Example: If you have a good overview of your day, you know what you have to do and when.