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Welcome to Augsburg

Welcome to Augsburg

**Dear new citizen,
dear new citizen,**

Welcome to Augsburg!

You have arrived in a diverse and cosmopolitan city. More than 300,000 people from around 170 different nations live well together here. We are delighted that you have found a new centre of life in Augsburg, the City of Peace.

Leaving your home country and starting somewhere completely new means a big change. After your arrival, many everyday questions arise about housing or accommodation, school and work as well as leisure and social contacts.

App Integreat offers a digital point of contact for people who have fled or migrated to a new country. Different cultural and social customs and rules may await them here. With App Integreat, we would like to help you to better understand and familiarise yourself with life in Augsburg. It is intended to help you feel that you have arrived and are welcome in our city society. Here you will find important local addresses, language courses, general points of contact and offers of help in special life situations - in 15 languages!

The App Integreat is a joint project of the City of Augsburg in cooperation with Tür an Tür - Digitalfabrik gGmbH. Digitalfabrik provides its technical expertise. The City of Augsburg creates and updates the content.

We very much hope that we can support you in settling in Augsburg with App Integreat. We hope that you will soon make your first contacts and look forward with confidence to your personal future in our shared city.

**Eva Weber
Lord Mayor
of the City of Augsburg**

**Martina Wild
Mayoress
Officer for Education and Migration**

Interesting facts about Augsburg

Augsburg in figures

Augsburg, one of the oldest cities in Germany. The city was founded by the Romans. There are many historical buildings and art collections here. Famous personalities (such as Leopold Mozart and Bertold Brecht) have lived in Augsburg. Augsburg is the third largest city in the state of Bavaria. Only Nuremberg and Munich are larger than Augsburg.

Here are a few interesting facts about Augsburg:

- Augsburg is over 2,000 years old.
- More than 308,040 people live in the city of Augsburg (as of December 2024)
- People from over 160 nations live in our city.
- The city area is 146.9 square kilometres in size.
- Rivers, streams and canals in Augsburg are 200 kilometres long.
- Augsburg has more bridges than Venice. There are around 530 bridges here.
- Drinking water in Augsburg is of very good quality. It can also be used for baby food. There are 22 drinking water wells in the city.
- Almost a quarter of Augsburg's surface area is covered by forest.
- There are around 80,000 trees in the city.
- There are 14 public holidays in Augsburg. On 8 August, Augsburg residents also celebrate the [High Peace Festival](#).
- Augsburg has 17 city districts.
- There are 70 public schools in Augsburg.

Would you like to know more about Augsburg?

You can find lots of information here in the Integreat app or on the website of the city of Augsburg:

- [Places of interest](#)
- [Cultural offers](#)
- [Celebrations and festivals](#)
- [Events in Augsburg](#)
- [Famous personalities](#)
- [Museums and galleries](#)
- [Schools](#)
- [Study](#)
- [Childcare](#)
- [City council and city administration](#)
- and much more...

 www.augsburg.de

Augsburg and its special water: a UNESCO World Heritage Site

Augsburg is a city with a lot of history - especially with water. The people of Augsburg have been using water for many centuries. Water is important for life, health and energy in the city.

That is why Augsburg has built up a special water system. This system is unique in the world. It has been a UNESCO World Heritage Site since 2019.

What is Augsburg's water system?

Augsburg has a very old and cleverly built water system. This system consists of 22 special structures. These include canals, fountains, waterworks and power stations.

In the historic city centre you will find three large, old drinking water works, three beautiful fountains and the Stadtmetzg. People used to sell meat there. They built the building over a cool water channel.

On the river Lech you will see the Hochablass - a large barrage. Next to it are an old drinking water works and the ice canal. The ice canal is the first artificial canoe slalom course in the world.

The city has been collecting very clean drinking water in the city forest for many centuries. There is also a special water crossing: the Galgenablass. People were already separating clean drinking water from river water there in the 15th century.

There are ten power stations around the town. They show how technology and energy developed in the 19th and 20th centuries.

💡 You can visit many of the sites on your own or join a guided tour.

What makes Augsburg's water system so special?

The water system in Augsburg is unique. There is no other system like it anywhere else in the world. The city has been using the water for over 800 years - and is constantly improving it.

The people of Augsburg were already concerned about good drinking water in the Middle Ages. They built pipes, wells and canals. Pumps and modern technology were added in the 19th century. Augsburg was often a role model for other cities.

Water still plays a major role in Augsburg today. The city protects the water and uses it sustainably. The city forest belongs to the city. This is where Augsburg obtains very clean drinking water - directly from nature. Augsburg is one of the largest forest owners among cities in Germany.

Can I drink the tap water?

Yes, the water from the tap in Augsburg is very clean and healthy. It is one of the best drinking waters in Europe.

- It comes directly from the groundwater - without chemicals.
- It has few pollutants and many good minerals.
- It can also be used for baby food.

Stadtwerke Augsburg ensures that the quality remains very good. They use electricity from hydropower to produce the water - in other words, clean energy.

There are many public drinking water fountains in the city. You can drink water or fill your bottle there free of charge.


💡 You can find the public drinking water fountains on the [map](#) in the Integreat app

Looking for more information?

Take a look at the World Heritage Information Centre. Here you will find lots of information about the water system in Augsburg. You will also find information on guided tours and other

offers on the subject of water in Augsburg.


Welterbe-Infozentrum

-  [Rathausplatz 1, 86150 Augsburg](#)
-  [@welterbe.infozentrum@augzburg.de](mailto:welterbe.infozentrum@augzburg.de)
-  [+498213243078](tel:+498213243078)
-  <https://wassersystem-augszburg.de/de>








About the functions of the Integreat Augsburg app

The Integreat app supports you in your everyday life in Augsburg. Here you will find important addresses, contact persons and other information that can help you find your way around Augsburg.

The App Integreat has several chapters. Each chapter deals with a different topic. For example, you will find information on doctors, schools, German courses and other institutions. There is also a chapter with ideas on what you can do in your free time. The information and leisure activities change and we update this page regularly. Check App Integreat often and find out about current activities and events!

 You can also use the Integreat app offline if you don't have internet access. When you are online again, the app will update itself.

Use the functions of App Integreat!

- You can search for specific content using keywords.
Click on the symbol  **"Search"** icon and enter your keyword in the search field. All pages containing the keyword will be displayed.
- You can change the language. The App Integreat Augsburg is available in 15 languages.
Click on the symbol  **"Change language"** icon and then on the desired language.
- You can view content in other cities, for example if you move to another city.
Click on the symbol  **"Change location"** icon and then click on the desired city.
- You can give feedback.
Click on the symbol  **"Feedback"** icon and write to us about your experience with the Integreat app.
- You can create a pdf file and then print it out.
Click on the icon  **"Create PDF"** icon and a pdf file will be created from the current page.
- You can copy a link  and share the pages . This way you can also show your friends, acquaintances and family where they can find information.
- Activate the Push messages. This way you will actively receive information about important events and interesting happenings.

Would you like to familiarise yourself with the app's functions?

We are happy to organise short introductions to App Integreat for groups. These can take place in person or online.

Who can book an introduction?

- German classes
- Refugees in shared accommodation
- German teachers
- Professionals who work with immigrants (e.g. migration counselling, social services, nursery staff....)
- Municipal offices
- Institutions (e.g. schools, educational establishments)
- Volunteers who accompany immigrants
- Other interested parties

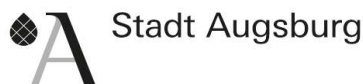
Get in touch with us!

Bildungskoordination für Neuzugewanderte

Stadt Augsburg, Büro für gesellschaftliche Integration

 [082132434494](tel:082132434494)

 @integreat@augzburg.de



Contact App Team Augsburg

Do you have any questions about the content in the Integreat app? Would you like to tell us something?

- Is there information in Integreat Augsburg that you are missing?
- Is a translation incorrect?
- Is information out of date and no longer current?
- Does a link not work?
- Is there anything else you would like to tell us?


You can use the feedback function. To do this, click on the three dots at the top right and go to "Feedback".

You can also send us an e-mail.

Contact us

Stadt Augsburg, Büro für gesellschaftliche Integration

Integreat Team Augsburg

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Keywords: Education Coordination, Contact, App Team Augsburg, Questions, Suggestions, Suggestions for improvement, Criticism, Praise

Current topics and information

Information on the 2026 local elections

Local elections are held every six years in Bavaria. On 8 March 2026, the people of Augsburg will vote for the city council and the Lord Mayor.

Who can vote?

You can vote if you:

- are at least 18 years old. You must have been born on or before 8 March 2008.
- are a German citizen or a citizen of an EU country.
- have lived in Augsburg for at least two months and have your main residence here.
- are not excluded from the right to vote.

What do you vote for?


You will receive two ballot papers:

Election of the Lord Mayor

- You have one vote.
- You vote for one person.

Election of the city council


- You have 60 votes.
- You can vote for a list (a party or group).
- Or you can vote for individuals (up to 3 votes per person).

 **Important:** If you cast more than 60 votes for the city council or more than one vote for the mayor election, your ballot paper is invalid.

What do you need to bring with you to vote?

- Your identity card or passport.
- Your polling card.

Where can I find more information?

 You can find a lot more information on the [website of the City of Augsburg](#).

There you will find, for example

- **Sample ballot papers.** So you can see in advance what the ballot papers look like.
- **Information on postal voting.** You can find out how to vote by post and which deadlines apply.
- **Information on parties and voter groups.** Here you can see which groups and parties are running in the election. (Voters' groups are organisations of people who stand for election together).
- **Information on the candidates for the city council.** You can see who the parties and groups are putting forward.
- **Information on the candidates for mayor.** You can see who is running for the office of Lord Mayor
- **The latest election news.** The city provides information about important dates and notices.

The website helps you to prepare well for the election. You can read everything there at your leisure and get a simple overview of all the groups and people standing for election.

Go and vote. That way you can help decide what Augsburg will look like in the future.

Work opportunities for asylum seekers

New rules for work opportunities have applied since the end of February 2024. Refugees who receive benefits under the Asylum Seekers' Benefits Act (AsylbLG) can now work under new conditions.

 This text provides a general overview of work opportunities. It is not legally binding. Detailed and binding information can be found on the [website of the City of Augsburg](#).

What are work opportunities?

- Work opportunities are simple jobs for asylum seekers, tolerated persons and persons obliged to leave the country who receive money under the Asylum Seekers' Benefits Act (AsylbLG).
- If you have such a job, you will receive a small allowance.
- The work is not-for-profit, which means it helps society.

What are the advantages of work opportunities?

- You can get to know new people and practise your German.
- You prepare yourself for an apprenticeship or a job.
- They get a fixed daily structure.
- Avoid boredom and the negative consequences of unemployment.

Who can do these jobs?

Asylum seekers can do the work opportunities. You must fulfil the following requirements:

- They are fit for work, i.e. they can work.
- You no longer have to go to school.
- You have not yet retired.

Who offers work opportunities?

Work opportunities can be offered by state, municipal or non-profit organisations. These are, for example

- City of Augsburg
- associations
- social organisations such as Diakonie, Caritas, Red Cross and others.

These institutions can register jobs with the Office for Social Services, Senior Citizens and People with Disabilities (ASL). The ASL then assigns suitable people to these jobs. However, there is no entitlement to a specific job. The city decides on a case-by-case basis.

Which activities are eligible as non-profit work opportunities?

The work must be useful for the general public. In other words, it should help society and not serve to earn money.

Examples of such work.

- Landscape maintenance: removing weeds, clearing rubbish and leaves.
- Maintaining paths: Maintaining footpaths and cycle paths.
- Environmental and nature conservation: keeping streams and rivers clean.
- Garden maintenance: create and maintain flower meadows and orchards.
- Help in the building yard and recycling centre: Simple work in parks and green spaces.
- Making school and daycare centre grounds more beautiful: Assistance with small outdoor jobs.
- Social tasks: Supporting elderly people, language teaching for refugees.
- Maintaining sports and leisure facilities: Removing rubbish from playgrounds and sports fields.
- Help after natural disasters: Cleaning up after flooding or heavy snowfall.
- Clearing snow
- Workshop work: Repairing old bicycles or furniture
- Furniture transport

How many hours can you work?

There is no fixed rule, but:

- Work must not exceed 20 hours per week.
- It must not be a full-time job.
- One-off jobs are also possible.

Are asylum seekers insured while they are working?

- Work opportunities are not a real job, but a special type of employment. Therefore, there is no health, pension or unemployment insurance.
- However, in the event of an accident at work, people are covered by statutory accident insurance. If something happens, the accident is first reported to the ASL. The Bavarian Municipal Accident Insurance Fund (KUVB) then takes care of the next steps.

💡 The labour protection laws apply to the work opportunities. This means that there are rules on working hours, safety and protection in the workplace.

Who is liable if something breaks?

If someone damages something during work, special rules apply:

- In the case of intent (wilful intent) or gross negligence, the person must pay for the damage themselves.
- Minor damage is often covered by insurance.

Do I need a permit from the foreigners authority?

No. Permission from the immigration authority is not required for a work opportunity under the AsylbLG. There are no restrictions for refugees to take part in these jobs.

How much money do asylum seekers receive for their work?

- They receive a small allowance of 0.80 euros per hour.
- This money is paid in addition to social benefits and does not count as income.
- If you have additional travelling costs or other expenses, you can get them back.

💡 The money is paid by the Office for Social Benefits, Senior Citizens and People with Disabilities.

Do asylum seekers have to accept the work?

- The ASL first allocates the work opportunities to volunteers.
- The ASL can oblige some asylum seekers to take on work.
- If someone refuses or quits without good reason, this can lead to a reduction in social benefits.

What happens if cooperation does not work well?

If there are problems, the ASL, the institution and the person taking part talk to each other.

- The aim is to find a solution so that the person can continue working.
- If this does not work, a new job opportunity is sought.
- There are no notice periods - in other words, the job can be terminated or changed at any time.

What are the responsibilities and costs of the institution offering the work?

The organisations that offer work opportunities have certain tasks and costs.

- There must be people there to guide the asylum seeker.
The costs for this are borne by the institution itself. The Free State of Bavaria or the city pay nothing.
- If necessary, the institution must provide protective clothing (e.g. gloves or safety shoes).
- If a health certificate is required, the costs may be covered. You must discuss this with the ASL beforehand.¹²
- The institution must document working hours and send proof to the ASL every month.
- The institution must inform the ASL if
 - a person is ill
 - a person is absent without an excuse
 - a person refuses to work
 - an accident at work occurs

Your experience helps us - join in!

We are looking for people to support us in our project "Equal participation right from the start - arriving well informed".

What do we want to achieve with our project?

- We want to improve the content of the Integreat app.
- We would like to create an information sheet for new immigrants. In the info sheet you will then find information on the first steps in Augsburg.
- We would like to develop an exciting city rally. With the city rally, immigrants can familiarise themselves with the city of Augsburg and various offers.
- We want immigrants to be able to find their way around our city and know which advice centres can help them.

Who can take part?

- People who are immigrants themselves and have 4 hours of time per month can take part.

What exactly is the task?

- You need about 4 hours a month to participate.
- Period: January 2025 - May 2027
- You look at the Integreat app.
- You give us advice and recommendations on what we can do better in the Integreat app.
- You tell us what information immigrants need.
- You test our ideas.

💡 We can pay a small amount of money for your commitment. It is voluntary work and not a job.

Would you like to take part?
Do you have any questions?

Get in touch with us. We look forward to hearing from you.

Contact us

City of Augsburg - Kresslesmühle education centre

👤 Judith de Freitas
📍 [Barfüßerstr. 4, 86150 Augsburg](#)
@[082132464404](#)

The project is funded by the EU as part of DIWA 4.0. and runs until 2027.

Contemporary witness project on Augsburg migration stories - Your story counts!

Augsburg is a city of migration. For several hundred years, people from many different countries have been coming here and finding a new home. In our "Contemporary Witness Project on Augsburg Migration Stories", Augsburg residents tell their migration stories. This is how we make the diversity of migration in Augsburg visible!

What are we doing?

We are collecting life stories of immigrants and their descendants who were born here. To do this, we conduct interviews and ask them about their experiences. We will later turn the interviews into a podcast, a media station and an exhibition. This way, many people in Augsburg can listen to the life stories. We want to promote understanding and good co-operation!

Who can take part?

People who have migrated themselves or whose family has migrated can take part - no matter how old they are, no matter where they come from or when they came to Augsburg.

Who are we looking for?

Contemporary witnesses who share their stories with us

- Contemporary witnesses are people who talk about their lives and experiences
- Anyone can become a contemporary witness! You don't have to be famous or have done anything special to be one
- We are interested in your story! From leaving home, to arriving and living in Augsburg or growing up with different cultures. The experiences of the second or third generation, of displaced persons and refugees or international families are also important to us
- We offer different languages for the interviews, not just German. You can indicate in which language you would like to give an interview.

How can I take part?

We meet in person with everyone who wants to tell their life story. In this preliminary discussion, we provide more information about the project.

You can then decide whether you want to give an interview.

Get in touch with us

- Send us a message using the [contact form](#)
- or call us at +49 (0) 8213243018

Contact us

Stadt Augsburg - Büro für gesellschaftliche Integration

Daniela Hahn | DIWA 4.0, Teilprojekt „Intergenerationale Migrationsdialoge“

 [Maximilianstraße 3, 86150 Augsburg](#)

 [+498213243018](#)

 You can find more information at: www.augsburg.de/diwa

The "Contemporary Witness Project on Augsburg Migration Stories" is part of DIWA 4.0, an EU-funded project led by the Office for Social Integration of the City of Augsburg, which actively promotes equal participation of new immigrants and respectful coexistence.



COMET: Communitys online - Miteinander engagiert für Teilhabe



The city of Augsburg has launched a project. It is called "Comet: Communities online - Together committed to participation".

This project is about migrant groups in social media. Many people with foreign roots do not obtain information from official sources such as the Citizens' Information Centre. They prefer to use social media. There are large groups with up to 20,000 members. People help each other in these groups - for example with questions about everyday life, work or integration. They often write in their native language.

With the "Comet" project, the city wants to make these online groups visible and support their moderators. The aim is to improve their networking with advice centres and support services in Augsburg.

Workshops and meetings are organised for this purpose. They look at what the groups need, share knowledge and create new connections between the digital world and the city community.


The online communities show how diverse Augsburg is. "Comet" helps to showcase this diversity and enable people to participate more.

Join in with "Comet"!


- Are you active on Facebook, WhatsApp, Telegram or Instagram?
- Do you moderate a group in your native language?
- We can help you and your community.
- Network with local offers.
- Learn new skills in workshops.
- Shape participation - online and offline.

Get involved now! Get in touch with us!

Vijay Srivatsan | COMET: Communitys online- Miteinander engagiert für Teilhabe

 [Barfüßerstr. 4, 86150 Augsburg](#)

 @comet@augzburg.de

 [+49 \(0\) 15259206220](tel:+49(0)15259206220)

 <https://augzburg.de/comet>

Gefördert durch:




aufgrund eines Beschlusses
des Deutschen Bundestages

Payment card

What is a Bezahlkarte?

- The Bezahlkarte is like a bank card.
- Benefits according to Asylbewerberleistungsgesetz (AsylbLG) are transferred as credit to Bezahlkarte.
- You can use the Bezahlkarte to pay in shops and withdraw cash.
- You can only spend as much money as is on the card.

 You can also find information about Bezahlkarte in several languages [here](#)

Who can get a Bezahlkarte?

- Anyone aged 14 and over who receives benefits under Asylbewerberleistungsgesetz (AsylbLG) can get an Bezahlkarte.
- In benefit communities (e.g. families), each family member aged 14 and over receives their own payment card.


Where do I get my Bezahlkarte?

If you receive benefits, you will receive a letter from Amt für Soziale Leistungen (ASL) .

- It will contain all the information and a date for collection.
- You don't need to do anything else to get your Bezahlkarte.
- If you are applying for benefits for the first time and these are approved, you will receive an from the outset. Bezahlkarte.

Which benefits go to Bezahlkarte?

- Benefits are paid into Bezahlkarte in accordance with Asylbewerberleistungsgesetz (AsylbLG).

 Do you receive other benefits (e.g. child benefit) or wages from an employer? Then you also need a current account.

How much money do I have on the card?

- The benefits are paid onto Bezahlkarte in accordance with Asylbewerberleistungsgesetz (AsylbLG) .
- You can check your balance online at meine.bezahlkarte.eu and in the payment card app.
- To do this, you need the Karten-ID and the

💡 You will find Karten-ID and PIN in the letter you receive with Bezahlkarte .

Where can I use Bezahlkarte?

- You can pay with Bezahlkarte in all shops that accept Mastercard.
💡 Look out for the orange/red Mastercard® sign.

Are there any regional restrictions?

You can only pay with Bezahlkarte in your authorised area.

- You can define this area online at meine.bezahlkarte.eu and in the payment card app.
- In some cases, Bezahlkarte is restricted to the city of Augsburg.
- In exceptional cases, payment may also be authorised at other locations (for example, if you need to visit your lawyer or an authority at another location).

💡 Please notify Amt für Soziale Leistungen (ASL) in advance by e-mail asylblg.soziales@augzburg.de or by telephone. You will find the telephone numbers in the letter from ASL.

Are there problems with certain transactions?

- Yes, certain transactions are not possible.
- For example, you cannot use Bezahlkarte for money transfer services such as Western Union or MoneyGram.
- The purchase of certain goods or services is not excluded.

Can I withdraw cash from Bezahlkarte?

- Yes, you can withdraw cash.
- Each person in your benefit community can withdraw up to €50 per month.
- You can withdraw cash free of charge from ATMs or at the till in many shops.
- Withdrawals are only possible twice a month.
- After that, the card is blocked for further withdrawals.

Can I transfer money with the Bezahlkarte?

- In certain cases, a bank transfer may be authorised.
- The recipient must first be authorised by Amt für Soziale Leistungen (ASL).
- This applies, for example, to invoices to your lawyer or payments to social department stores.

Can I pay by direct debit with Bezahlkarte?

- Yes, direct debit is permitted in certain cases.
- The recipient must first be authorised by Amt für Soziale Leistungen, Senioren (ASL).
- This applies, for example, to mobile phone contracts, public transport providers, WLAN vouchers and gym contracts or sports club membership fees.

Do I no longer need a current account?

- If you only receive benefits in accordance with Asylbewerberleistungsgesetz (AsylbLG), you do not need another account.
- If you receive other benefits (e.g. child benefit) or wages from an employer, you also need a current account.


I have lost my Bezahlkarte. What do I need to do?

- You can block your payment card online at meine.bezahlkarte.eu to block it.
- You can also block the card by telephone at [116116](tel:116116) to block it. This is possible in German or English.
- If you find the card again, you can reactivate it online at meine.bezahlkarte.eu to reactivate it.


Have you permanently lost your Bezahlkarte?

- Then you must report the loss or theft to Amt für Soziale Leistungen (ASL).
- The old card will be cancelled and you will receive a new one.
- The credit will be transferred to the new card.

Where can I get help?

- Online at meine.bezahlkarte.eu and in the payment card app there is a support chat. This is available in several languages.
- A telephone bot is also always available for you in over 100 languages.
 [081619654300](tel:081619654300)

Where can I find information about Bezahlkarte?

 You can find lots of information about Bezahlkarte in several languages [here](#)

Citizen's Income

Here you will find the most important changes to the new Citizen's Income Act.

- As of 01.01.2023, the Citizen's Income Act (SGB II)) will replace the Basic Security for Jobseekers (SGB II). The changes come in two steps:
01.01.2023 and 01.07.2023.
- People who receive benefits under SGB II do not have to submit a new application for benefits.

- You can submit new applications via the online portal www.jobcenter.digital. You can also upload documents here.

Innovations from 01.01.2023:

- Abolition of the priority of placement (i.e. placement in work is not in the foreground).
- In the Citizen's Income, further training and the acquisition of a vocational qualification are more important.
- The special regulation according to which older benefit recipients are no longer considered unemployed after 12 months of benefit receipt without an offer of employment is abolished.
- Up to a de minimis limit of 50 euros, clawbacks will be waived.

Innovations as of 01.07.2023:

- An independent conciliation mechanism will be created in the event of conflicts in connection with the creation or updating of a cooperation plan. Mediation can be requested by one or both sides.
- With the instrument § 16i SGB II, employment relationships subject to social security contributions can be supported with wage cost subsidies for up to five years.
- Employment coaching, further training and internships accompany the subsidised employment. The aim is to enable people who are particularly distant from the labour market to participate socially and gradually move closer to the general labour market.
- The abolition of Section 81 of Book II of the Social Code on 1 January 2023 as part of the Citizen's Income Act will remove the time limit on the provision of Section 16i of Book II of the Social Code and establish the instrument permanently.
- If intensive support is required, holistic support (coaching) can be used as a new offer in future.
- In the case of a one-off need for support in the case of high heating cost arrears, neither a waiting period nor correspondingly more favourable asset allowances apply.
- In these cases, by way of exception, until December 2023, an application can also be submitted after the month in which the heating cost arrears payment is due (at the latest, however, at the end of the third month).

Links

[Further information on the Citizen's Income](#)

[Information from the Federal Employment Agency](#)

Authorities and Counselling

Public authorities

Migration and residence

What does the Migration and Residence Department do?

The Migration and Residence Department is an office that looks after people who have come to Germany from another country. This office is responsible for residence permits and work permits. This office checks whether people from abroad can live, study or work here. This office is also responsible for family reunification.

Do you live in Augsburg? Do you not have German citizenship? Do you want to deal with matters relating to your residence and work permit? Then contact the Migration and Residence Department.


What can you do at the Migration and Residence Department ?

- You can register and deregister. You can obtain a registration certificate here.
- You can obtain your residence permit here.
- You can extend your proof of arrival here.
- You can obtain and extend your residence permit (asylum) here.
- You can apply for a work permit here.
- You can apply for certificates of good conduct here.
- You can submit a declaration of commitment here if you wish to invite foreign guests.
- You can deal with immigration matters (e.g. family reunification) here.
- You can apply for naturalisation here.

 **Important:** Please make an appointment before your visit.

- You can make an appointment online using the [contact form](#).
- Are you a student? Then make an appointment using this [contact form](#)
- Are you a refugee from Ukraine? Use the following [contact form](#) to make an appointment for registration

 **You can find further contact options for individual areas [here](#)**

 Do you have difficulties with the German language? Please bring someone with you to the appointment who can translate your request (the reason for the visit).

Are you coming to Germany for work?

Do you want to apply for a residence permit for the first time?

Send the following documents using the [contact form](#):

- Initial application
- Copy of passport and visa
- Proof of health insurance

The Migration and Residence Department will then contact you.

Your residence permit expires. What to do:


Send the following documents using the [contact form](#):

- Application for renewal
- Copy of your passport
- Current confirmation of employment
- Pay slips for the last 3 months

You will then be contacted by the Migration and Residence Department.

Other information**Do you have children who have to go to school?**


- Children between the ages of 6 and 15 are required to attend school (i.e. children must go to school).
- Please notify the Migration and Residence Department of your place of residence. If possible before the first appointment for counselling at the school office.
- Your child cannot be registered for school without registering with the Migration and Residence Department.
- Please bring all your papers and documents and all the people listed on the proof of arrival with you to the appointment.

 Further information can be [found here](#)

Contact us**Sachgebiet Migration und Aufenthalt**

 [An der Blauen Kappe 18, 86152 Augsburg](#)

 [+49 \(0\) 8213242498](#)

 Further information can be found [here](#)

Keywords: immigration office, registration, residence permit, residence title, settlement permit, residence permit, work permit, certificate of good conduct, family reunification, naturalisation, student residence, residence


Office for Social Services (ASL)

Anyone can find themselves in need. The Amt für Soziale Leistungen helps people who are in particularly difficult situations. This assistance is available under certain conditions. You should therefore check whether you are entitled to it. Below you will find a list of the assistance available from the Amt für Soziale Leistungen.

What help can you receive from the Social Benefits Office?

- Assistance with living expenses
- Basic income support in old age and in the event of reduced earning capacity
- Assistance with health
- Help to overcome particular social difficulties
- Assistance in other life situations
- Assistance under the AsylbLG
- Housing benefit or rent subsidy
- Help with financial hardship and debt counselling
- Help with rent debts / electricity debts
- Benefits for education and participation
- Social ticket

Where can you find more information on Amt für Soziale Leistungen?


 Further information can be found [here](#)

 Further information on poverty prevention can be found [here](#)

Contact the centre

Amt für Soziale Leistungen

 [Metzgplatz 1, 86150 Augsburg](#)

 [08213249501](tel:08213249501)

@soziales@augzburg.de


 Opening hours

Monday: 8:30 am - 12:30 pm

Wednesday: 8:30 am - 12:30 pm

Thursday: 8:30 - 12:30 and 14:00 - 17:30

City treasury (in the side wing of the town hall)

 [Rathausplatz 2a, 86150 Augsburg](#)

 **Important:** You can only visit if you have an appointment!

 **Note for refugees:**

When you arrive, you will receive your first appointment at Amt für Soziale Leistungen (ASL). Please bring all your papers with you to this appointment. Do you have an interpreter? Bring it with you. The interpreter can help you with communication.

Keywords: payment slip, basic income support, assistance, social ticket, housing, AsylbLG, housing benefit, health insurance certificate, opening an account, debts, social welfare office, education package, help, financial assistance

Amt für Kinder, Jugend und Familie (AKJF)

The city of Augsburg is a family-friendly city. The Office for Children, Youth and Family (**german: Amt für Kinder, Jugend und Familie**) is an important point of contact for family-related questions. Many call this office the "Jugendamt" for short.

The Office for Children, Youth and Family Affairs supports families and young people. There are many departments for this purpose. Specialists work there on various topics. They all look at what children, young people and their parents need. Do you have a problem or a question? The specialists from the Youth Welfare Office will work with you to find a good solution to your problem. They have answers to many questions. They also know which other advice centres can help you.

Who can contact the Office for Children, Youth and Family Affairs?

- Women and families who are expecting a child (e.g. pregnant women)
- Mothers, fathers or other legal guardians
- Children and young people up to the age of 18
- Families with children
- Organisations and people who work with children and young people
- Anyone (e.g. neighbours, relatives) who sees that a child or young person is in danger

What does the Office for Children, Youth and Family do?

Do you have questions about the upbringing, care or support of children, adolescents and young adults? Do you need help? Are you unsure whether you are doing everything right? Then the Office for Children, Youth and Family is the right place to go. The staff will be happy to help you!

Services and help for parents

- [Frühe Hilfen](#) offers services for expectant parents and families with babies and toddlers.
- [Home visits](#) for families with babies and toddlers.
- [Erziehungs-Beratung](#) answers questions about parenting and development. It is aimed at parents and children.
- [Soziale Dienste](#) are contact points for young people, mothers, fathers and other family members who need advice and support.
- Verfahrenslosen support and accompany families with children and young people who are disabled or at risk of disability. They advise on which benefits you can apply for. They help if you want to apply for benefits.
- [Counselling](#) for couples with children who want to separate or divorce.
- Support if paternity needs to be legally clarified

- Support if child maintenance is to be secured.
- The [Adoption](#) Department will help you with all questions relating to adoption. If you wish, the Jugendamt also offers help with the placement.
- The [Foster Children](#) department looks for and looks after foster families. In foster families, foster parents look after children who cannot live with their own family. The children live in the foster families for a transitional period or permanently.
- and much more...


Services for children and young people


- Meeting places and leisure activities for children and young people (e.g. [Ferien-Programm Tschamp](#))
- Participation of young people in issues that affect them (e.g. surveys, workshops in youth centres, [youth forum](#)...)
- [Soziale Dienste](#) support families and young people when they have questions or problems. They also help in emergency situations.
- [Youth welfare services in criminal proceedings](#) offer help for young people who have come into conflict with the law.
- There are [services and counselling](#) for young people at schools.
- Protection of children and young people from health and social dangers (Jugendschutz).
- Protection and counselling for unaccompanied minors (children and young people who have come to Germany without their parents)
- and much more ...

Other services

- Protection and counselling in cases of [child endangerment](#)
- [Familien-Stütz-Punkte](#) are places where families can meet. You can also get counselling and information there.
- Events, workshops, counselling and information on topics relating to [child and youth protection](#)
- The [media education](#) department strengthens the media skills of children, young people and parents.
- [Advice for associations](#) that offer programmes for children and young people.


 **Most of the programmes are free of charge.**

 You can find many offers with contact details in the Integreat app under [Children and Family](#) and [Young People](#)

 **Note:** The [Amt für Kindertagesbetreuung](#) is responsible for childcare (daycare centre, kindergarten, after-school care...). You can find information about this office [here](#)

Contact the office

Amt für Kinder, Jugend und Familie

 [Halderstr. 23, 86150 Augsburg](#)

@kinder-jugend-familie@augzburg.de

[+49 \(0\) 8213242800](tel:+49(0)8213242800)

 Further information on the Office for Children, Youth and Family can be found [here](#)

Keywords: educational counselling, educational assistance, youth welfare office, family assistance, youth, maintenance, family problems, problems with children, youth welfare, child in need, child welfare, child welfare endangerment, youth protection, holidays, youth work


Office for Child Day Care

What is the Amt für Kindertagesbetreuung?


There are many day care centres in Augsburg (crèches, kindergartens, houses for children, after-school care centres and mini day care centres). There are facilities that belong to the city of Augsburg. But there are also facilities run by other organisations (for example Caritas or the Red Cross). There are also day care centres (childminders). All of these services are run by Amt für Kindertagesbetreuung . Below you will find a list of the cases in which you can contact Amt für Kindertagesbetreuung.

When can you contact Amt für Kindertagesbetreuung?


- If you need an overview of day care centres in the city of Augsburg (kindergarten, after-school care, crèche, house for children).
- If you are looking for offers for child day care and substitute care.

 You can find an overview of day care centres in the city of Augsburg [here](#)

- If you are looking for a childcare place

 At [Kita-Portal](#) you can pre-register your child for crèche or kindergarten.

- If you would like to work as an educational specialist or supplementary staff member in a day care centre.


 You can find all the information you need in the [careers portal](#)


- If you would like to work as a childminder.

 You can find more information [here](#)

Contact us

Amt für Kindertagesbetreuung

 [Hermanstraße 1, 86150 Augsburg](#)

 [08213246221](tel:08213246221) or [08213246213](tel:08213246213)

@kindertagesbetreuung@augzburg.de

 You can find more information about the Amt für Kindertagesbetreuung and its work [here](#)

Keywords: day nursery, after-school care, crèche, looking for childcare, job, childcare worker, nursery nurse, job, place for children

Health department

The public health department is an authority in Germany. It ensures that people stay healthy and that health regulations are adhered to. For example, the health authority inspects drinking water, food and schools. It also deals with vaccinations and helps to combat diseases. The public health department works a little differently in each federal state, sometimes it even has a different name. But it has the same task everywhere: to protect the health of the population.

Put simply, the public health department ensures that people in Germany can live healthy lives.

The public health department offers counselling

People can ask questions and get help there.

- Parents can ask questions about the health of children and young people.
- People can find out about infectious diseases and diseases that are transmitted during sex.
- Anyone with emotional problems, mental illnesses or addiction problems can get support. Families of such people can also get help.
- Pregnant women can get counselling.
- People can ask questions about vaccinations.

The public health department carries out the following examinations

- health check-ups for children before they can go to school
- the initial examination in the area of migration and asylum
- HIV examinations
- Examination of drinking water and bathing lakes

What else does the public health department do?

- The public health department contacts people who suffer from notifiable diseases (tuberculosis, hepatitis, etc.).
- It offers health counselling and examinations for prostitutes.
- It provides anonymous AIDS counselling and HIV testing.
- It shows children in kindergartens, for example, how to brush their teeth properly.
- It monitors the hygienic conditions in facilities such as swimming pools, retirement homes and doctors' surgeries.
- It provides information on health issues (for example: How to stay healthy, exercise and health, women's health and much more).
- It carries out food instruction.
It issues food certificates if you want to work in catering establishments.

- There is a contact point for self-help groups in the health department.
📍 You can find information on self-help groups [here](#)

When can you contact the public health department?

- If you are not sure which vaccinations you need.
- If you have questions about health risks, such as diseases that occur in your neighbourhood.
- If you are planning a trip and would like to find out about diseases in other countries.
- If you are planning a trip and want to know which vaccinations you need.
- If you have questions about how to handle food (for example in the kitchen or in hospital).
- If you would like to work in a healthcare profession.
- If you need to take certain medication abroad.

Gesundheitsamt

📍 [Hoher Weg 8, 86152 Augsburg](#)

✉️ [@kontakt.gesundheitsamt@augzburg.de](mailto:kontakt.gesundheitsamt@augzburg.de)

☎️ [+49 8213242029](tel:+498213242029)

Gesundheitsamt

📍 [Karmelitengasse 11, 86152 Augsburg](#)

✉️ [@kontakt.gesundheitsamt@augzburg.de](mailto:kontakt.gesundheitsamt@augzburg.de)

☎️ [+49 8213242029](tel:+498213242029)

Keywords: health, illness, AIDS, HIV test, tuberculosis, infectious diseases, school entry examination, vaccination, advice on vaccination, advice on prostitution

Jobcenter Augsburg Stadt

The job centre is an authority in Germany. It helps people who are out of work or earn very little money. You can get support there so that you have enough money to live on, for example for rent, food and clothing. The job centre also helps you to find a job. Staff will talk to you about your situation and make a plan with you on how you can look for work. The job centre often also offers courses, for example to learn German or do an apprenticeship. The aim is to help people find work more quickly and earn money themselves.

The Jobcenter is responsible for

- Citizen's allowance
- Placement in work
- Qualification

Who can apply for Bürgergeld?

People in Germany who are able to work and in need of help can receive the citizen's allowance. This means if they are able to work and need help because they have no or too little money.

People with a foreign passport can also apply for citizen's allowance. However, there are special rules for this:


1. **People from the EU:** they may receive citizen's allowance if they work or have worked in Germany. This is called employee status. Whether this status is fulfilled is checked carefully. The check is based on FreizügG/EU and is complicated. Every situation is different. Unfortunately, it is not possible to make generalised statements.
2. **People from other countries (third countries):** They need a residence permit or an Fiktionsbescheinigung, which shows that they can obtain a residence permit that entitles them to receive citizen's allowance. An Aufenthaltsgestattung or an Duldung in accordance with AufenthG is not sufficient. (See FW § 7 SGB II from page 93.)

Notes:


- Do you have an Aufenthaltsgestattung or Duldung? Then contact the [Bundesagentur für Arbeit](#).
- If you are not sure whether you can get Bürgergeld, you can contact the Jobcenter job centre. The job centre can check your specific situation without obligation.

How can the Jobcenter job centre support you?

- Financial security (e.g. covering rental costs, payments to secure your livelihood)
- Counselling and support
- Placement in work
- Qualification or further vocational training
- Placement in a language course
- Counselling on the recognition of foreign school certificates and professional qualifications
- Support in special problem situations (for example through addiction help, debt counselling, etc.)


 Further information can be found on [the Job Centre website](#)

Jobcenter Augsburg-Stadt

 [August-Wessels-Str. 31 und 35, 86156 Augsburg](#)

 <https://www.jobcenter-augsburg-stadt.de/>

Hotline

 [+49 \(0\) 82124135230](tel:+49(0)82124135230)

Servicecenter

 [+49 \(0\) 8213151700](tel:+49(0)8213151700)


Keywords: financial help, job search, work, support,

Advice Centres

Centre for Intercultural Counselling (zib.)

Do you have any questions? Do you need advice? Do you need help? Counselling and information is available at zib. (Centre for Intercultural Counselling). It is a contact point for (new) immigrants in Augsburg. Various organisations work together here.

If you need counselling at the zib., first go to the helpdesk. The helpdesk at zib. will tell you who the right contact person is for you.

 The zib. offers counselling in the following languages: German, Turkish, Russian, Romanian, Bulgarian, Italian, English, French, Spanish, Arabic, Tigrina. Nevertheless, please bring an interpreter with you. Not all languages are always available.

Who can contact zib?

- Immigrants and migrants
- Asylum seekers
- Refugees

What questions and topics does zib advise on?


At the Centre for Intercultural Counselling (zib.) you will find help, information and advice on the following topics:

- If you have questions about everyday life.
- If you have questions about orientation in Germany.
- If you need to fill out forms and applications.
- If you are looking for a language course.
- If you have questions about work and training.
- If you have questions about housing.
- If you are looking for support options for families.
- If you would like to volunteer.
- and much more...

 **Counselling is free of charge.**

Contact


zib. Centre for Intercultural Counselling

 [Wertachstr. 29, 86153 Augsburg](#)

 [@kontakt@zib-augsburg.de](mailto:kontakt@zib-augsburg.de)

 [+49 \(0\) 8214554270](tel:+49(0)8214554270)

 <https://www.zib-augsburg.de/>

 You can find more information about the opening hours [here](#)



Keywords: counselling, orientation, language course search, learn German, fill out application, fill out form, information, help for migrants

Jugendmigrationsdienst (12 bis 27 Jahre)

The Youth Migration Service helps young people who have immigrated to Augsburg. They receive information on various programmes and projects in the city of Augsburg.

Who can contact the Youth Migration Service?

- Children, teenagers and young adults with a migration background aged between 12 and 27
- Parents of children and young people with a migration background
- Institutions and initiatives
- Other people in the young people's environment

 It is **important** that you are in Germany legally or on the basis of a tolerated stay permit.

What questions and topics does the Youth Migration Service advise on?

You can ask the Youth Migration Service questions on various topics, e.g:

- How do I learn a foreign language?
- Which school is right for me?
- How does vocational training work?
- How do I find an internship?


- Can I study in Germany?
- How do I apply for a job properly?
- What do I need to bear in mind when dealing with the authorities?
- What leisure activities are there for young people?
- and much more...

The counselling centres offer group services, e.g. tutoring at school, learning German, IT courses, job application training.

 **Counselling is free of charge**

Counselling centres in Augsburg

Jugendmigrationsdienst bei der Diakonie

 [Heilig-Kreuz-Straße 22a, 86152 Augsburg](#)

 [@jugendmigrationsdienst@diakonie-augsburg.de](mailto:jugendmigrationsdienst@diakonie-augsburg.de)

 [+49 \(0\) 82145546950](tel:+49(0)82145546950)

 You can find more information [here](#)

Jugendmigrationsdienst bei Kolping

 [Frauentorstraße 29, 86152 Augsburg](#)

 [@jmd@die-kolping-akademie.de](mailto:jmd@die-kolping-akademie.de)

 [+49 \(0\) 8213443111](tel:+49(0)8213443111)

 You can find more information [here](#)

Keywords: counselling, orientation, information, help for young people, tutoring, support, learning German, language course search, job application training, IT course,

Migration counselling for adults

Migration counselling helps people who have immigrated to Augsburg. They receive information about living and working in Augsburg. The counsellors are well networked. They are familiar with the various programmes and projects for immigrants in the city of Augsburg. They will help you to find the right advice centre.

 Some advice centres offer advice in other languages. Ask them.

Who can turn to migration counselling?

Adult immigrants over the age of 27 who belong to the following groups:

- Germans with a migration background (including Germans returning from abroad)
- EU citizens
- Recognised refugees
- quota refugees
- late repatriates
- and family members of these groups

What questions and topics does the migration counselling service advise on?

You can ask the migration counselling service questions on various topics, e.g:

- Where can I learn German?
- How do I apply for a German course?
- My family would also like to come to Germany. What do I have to do?
- What does my residence status mean?
- How do I find a flat?
- Where can I apply for financial aid?
- Who can help me find a job?
- Can my degree be recognised in Germany?
- How does the German school system work?
- Which doctor can I go to?
- Who will help me during my pregnancy?
- I am looking for a kindergarten place. What do I have to do?
- What leisure activities are there in Augsburg?
- and much more...

 **Counselling is free of charge**

Counselling centres in Augsburg

BRK Stadtteilzentrum Haunstetten


Migrationsberatung

 [Johann-Strauß-Str. 11, 86179 Augsburg](#)

 [Contact and contact persons](#)

Caritasverband Augsburg e.V.

Migrationsberatung


 [Auf dem Kreuz 41, 86152 Augsburg](#)

 [@migration@caritas-augsburg.de](mailto:migration@caritas-augsburg.de)

 [Contact and contact persons](#)

Diakonisches Werk e.V. im zib

Migrationsberatung


 [Wertachstr. 29, 86153 Augsburg](#)

 [@migrationsberatung@diakonie-augsburg.de](mailto:migrationsberatung@diakonie-augsburg.de)


 [Contact and contact persons](#)

gfi gGmbH Augsburg

Larissa Rodina | Migrationsberatung

 [Ulmer Straße 160, 86156 Augsburg](#)


 [@larissa.rodina@die-gfi.de](mailto:larissa.rodina@die-gfi.de)

 [+4982140802312](tel:+4982140802312)

Anita Hauzenberger | Migrationsberatung

 [Ulmer Straße 160, 86156 Augsburg](#)


 [@anita.hauzenberger@bfz.de](mailto:anita.hauzenberger@bfz.de)


 [+4982140802180](tel:+4982140802180)

Svea Grunwald | Migrationsberatung

 [Ulmer Straße 160, 86156 Augsburg](#)

 [@svea.grunwald@die-gfi.de](mailto:svea.grunwald@die-gfi.de)

 [+4982140802146](tel:+4982140802146)

 You can find more information about gfi's migration counselling [here](#)

Keywords: orientation, language course search, learn German, fill out application, fill out form, information, help migrants, migration, integration

Flüchtlings- und Integrationsberatung (FIB)

Are you new to Augsburg? Do you need orientation? Do you have questions about applying for asylum?

Then go to Flüchtlings- und Integrationsberatung (FIB). It is a service for people who have recently arrived in Germany. It helps them to find their way in everyday life and clarify

important questions. You will receive information about various services and projects in the city of Augsburg. The aim is to help you integrate into society and join in.

💡 Some advice centres offer counselling in other languages.

Who can go to counselling?

This counselling service is for all people who have recently arrived in Germany (up to 3 years after entering the country). This also includes EU citizens. The counselling is primarily aimed at

- Asylum seekers (people in the asylum procedure)
- Recognised refugees (people with protection status)
- Tolerated persons (people with a tolerated stay)

What questions can the counselling service help with?

You can ask the counselling centres questions on various topics, e.g:

- How does the asylum procedure work?
- What is important at the interview ("Interview")?
- What does the residence status mean?
- Which language course can I take?
- Who can help with problems?
- Where can I apply for financial aid?
- How do I fill out forms?
- I would like to stay in Augsburg. What can I do?
- I am looking for a job. Who can help me?
- I would like to return to my country of origin. What do I have to do?
- and much more ...

Do you have a very specific question? The counsellors will help you to find the right advice centre (e.g. psychological services, medical specialists).

💡 **Important:** This is not legal advice like that provided by a lawyer!

💡 **Counselling is free of charge.**

Counselling centres in Augsburg

Counselling takes place at various locations. The counsellors offer consultation hours in the accommodation centres for refugees (Anker-Dependance and shared accommodation centres). You can also find them at the general counselling centres.

Addresses of the counselling centres

📍 [Auf dem Kreuz 41, 86152 Augsburg](#)

📍 [Berliner Allee 143, 86161 Augsburg](#)

📍 [Hohenstaufenstraße 57, 86199 Augsburg](#)

- [Johann-Strauß-Str. 11, 86179 Augsburg](#)
- [Kobelweg 82 a, 86156 Augsburg](#)
- [Ottostraße 2, 86153 Augsburg](#)
- [Proviantbachstraße 41, 86153 Augsburg](#)
- [Schülestraße 4, 86161 Augsburg](#)
- [Springergäßchen 14, 86152 Augsburg](#)
- [Sterngasse 3, 86150 Augsburg](#)
- [Wertachstr. 29, 86159 Augsburg](#)
- [Windprechtstraße 52c, 86159 Augsburg](#)
- [Zusamstraße 8, 86156 Augsburg](#)

Counselling is provided by the following institutions

BRK Stadtteilzentrum Haunstetten

[Counselling location, contact, counsellors](#)

Susanne Hartmann | Flüchtlings- und Integrationsberatung / Suchdienst (Familiennachzug/ Internationale Suche)

[Johann-Strauß-Str. 11, 86179 Augsburg](#)

[@susanne.hartmann@brk.de](mailto:susanne.hartmann@brk.de)

[+49 \(0\) 8218087718](tel:+49(0)8218087718)

<https://www.drk-suchdienst.de/>

Caritasverband Augsburg e.V.

[Further information](#)

Sekretariat | Referat Migration

[Auf dem Kreuz 41, 86152 Augsburg](#)

[@migration@caritas-augsburg.de](mailto:migration@caritas-augsburg.de)

[+49 \(0\) 8213156241](tel:+49(0)8213156241)

Diakonisches Werk e.V.

[Counselling centres, contact, counsellors](#)

[General information and contact](#)

Flüchtlings- und Integrationsberatung

[Springergäßchen 14, 86152 Augsburg](#)

[@asylberatung@diakonie-augsburg.de](mailto:asylberatung@diakonie-augsburg.de)

[+49 \(0\) 821450193231](tel:+49(0)821450193231)

Keywords: asylum procedure, counselling, support, asylum counselling, everyday life, integration counselling, refugees, fugitives, interview, residence status, residence, help, new immigrants, third countries, EU citizens, EU nationals, problems, help, forms,

ABIA 3.0 - Counselling for immigrants from EU countries

Do you come from a country of the European Union? Do you have questions about arriving in Augsburg?

Then the project "ABIA 3.0 - Approach, Advice and Information in Augsburg" is the right one for you!

Who can take part?

- The project is aimed at new immigrants from EU countries and their families.

What can you expect from the ABIA 3.0 project?

You will receive information and support on many questions, for example


- How does everyday life work in Augsburg?
- Where can I find language courses and integration courses?
- What help is available for families?
- How can I find childcare?
- How do I enrol my children in school?
- How does vocational training work?
- I need help dealing with the authorities.
- How does the healthcare system work?
- I have questions about visas and residence, who can help me?
- I have questions about finding a job, employment contract, who can help me?
- and much more ...

 **Counselling is free of charge.**
Counselling by women for women is possible.

Counselling centres in Augsburg

Zentrum für interkulturelle Beratung (zib)
Tür an Tür - Integrationsprojekte gGmbH

Alexander Wohlrab | ABIA 3.0

 [Wertachstr. 29, 86153 Augsburg](#)

@ehap@tuerantuer.de

[+49 \(0\) 82190799767](tel:+49(0)82190799767)

 You can find more information [here](#)

Augsburger Volkshochschule - Augsburg Akademie e. V.

Hind Mohammad | ABIA 3.0 - IntegraFamilia

[Willy-Brandt Platz 3A, 86153 Augsburg](#)

@hind.mohammad@vhs-augsburg.de

[+49 \(0\) 8215026514](tel:+49(0)8215026514)

 You can find more information [here](#)

Bildungsmittelpunkt Lechhausen

Augsburger Volkshochschule - Augsburg Akademie e. V.

Ioana Mittelstaedt | ABIA 3.0 - IntegraFamilia

[Blücherstraße 1, 86165 Augsburg](#)

@ioana.Mittelstaedt@vhs-augsburg.de

[+49 \(0\) 8215026527](tel:+49(0)8215026527)

 You can find more information [here](#)

Keywords: counselling, coming from EU, looking for a flat, language course, learning German, help, questions, looking for a job

Projects with counselling

TakeOff - Counselling by women for women for everyday life and work

[Project Take Off!](#) is for women from abroad who want to develop their careers. The project supports you if you are looking for a suitable qualification or job. The staff will help you if you have a family and would like to work.


When can you contact the project?

- Do you need guidance and support in everyday life?
- Would you like to exchange ideas with other women?
- Would you like to practise your German?
- Do you have questions about training or work?
- Do you need support in balancing family and career?

Come and see us!

Opening hours of the advice centre

Thursday: 10:00 -12:00 and 14:00 -16:00

 Further appointments are possible by appointment.

You can find all current appointments and offers [here](#). Follow us and network with other women in Augsburg!


Contact us

TakeOff

 [Wertachstraße 29, 86153 Augsburg](#)

 [@takeoff@tuerantuer.de](mailto:takeoff@tuerantuer.de)

 [+49 \(0\) 15780595572](tel:+49(0)15780595572)

 You can find more information about the project [here](#)

 Follow us on [Instagram](#), [Facebook](#) or [WhatsApp](#) to stay up to date!



Das Projekt „Take Off! Mit & für Migrantinnen berufliche Perspektiven gestalten“ wird im Rahmen des Programms „MyTurn - Frauen mit Migrationserfahrung starten durch“ durch das Bundesministerium für Arbeit und Soziales und die Europäische Union über den Europäischen Sozialfonds Plus (ESF Plus) gefördert.

Gefördert durch:



Heyv - Empowerment for women with a migration background

The "Heyv" project networks and empowers women with a migration background. The project aims to support women with their integration and independence in Germany.

 **Participation is free of charge.**

Who can take part?

- Women with a migration background

What happens in the project?

You can practise your German.

There are practical language courses and everyday conversations.

You will receive support in your job search.

The counsellors will help you write your application and give you guidance on the labour

market

You will receive counselling.

The counsellors can provide you with individual support and answer your questions, for example about authorities, education and many other topics.

- You can exchange ideas with other women.
You will get to know other women there and can exchange ideas with them and learn from each other.

Are you interested?

Then get in touch

Shereen Diko | Heyv

[@info@heyv.eu](mailto:info@heyv.eu)

[+49 \(0\) 17680583787](tel:+49017680583787)

<https://heyv.eu/de>

Social-Media

[WhatsApp](#)

[Facebook](#)

[Instagram](#)



Asylum procedure

Asylum procedure counselling (AVB)

Refugees face particular challenges. This includes the asylum procedure. Asylum procedure counselling takes care of the special needs of people seeking protection. It identifies these needs. It ensures that they are recognised in the asylum procedure.

Have you applied for asylum? Then make use of this counselling service.

Who can turn to the counselling service?

- People seeking protection who are in the asylum procedure.

What happens during the counselling?

- You will receive information and legal advice on the asylum procedure.
- This will help you to better understand the asylum procedure.


- You will be well prepared when you have to make important decisions.
- This will enable you to fulfil your rights and obligations.
- You can prepare yourself well for the asylum interview.
- You can discuss your complaints and letters there.
- The counsellors will advise you individually.


 **Counselling is free of charge and confidential.**

Make an appointment!

Contact us

Diakonisches Werk Augsburg e.V.

 [Springergäßchen 14, 86152 Augsburg](#)

 [+49 \(0\) 1622048654](tel:+4901622048654)

 [+49 \(0\) 1621703133](tel:+4901621703133)

 [+49 \(0\) 1732985224](tel:+4901732985224)

 @asylverfahrensberatung@diakonieaugsburg.de

 You can find further information [here](#)

Asylum Application and BAMF

At your first appointment at the Federal Office for Migration and Refugees (BAMF), you submit your asylum application (1. Interview date). If you did not get an appointment, ask your accommodation manager.

If your interview date is not in Augsburg, go a few days **before** your 1st interview. Appointment (asylum application, 1. Interview appointment) or your 2. Appointment (hearing, 2. Interview appointment) with your documents to the Office of Social Services (ASL). You will get a reimbursement payment for your travel ticket. After the 1. Interview, you must report to the Aliens' Registration Office as soon as possible. They will give you your ID card for refugees (permit).

The 2. interview date is the hearing itself. The BAMF decides on your application for asylum. After that, it will send you a decision. If the decision is negative and you want to appeal (meaning that you do not agree), go immediately to your Asylum Counselling Service. There they will discuss with you what you can do and you can be referred to specialised lawyers. If the decision is positive, you will no longer receive your money from the Social Benefits Office, but must apply to the Job Centre.

If you have your 1. Interview at the BAMF, please remember to bring enough food with you. There may be long waiting times.

Address for BAMF Augsburg:

Federal Office for Migration and Refugees

Außenstelle Augsburg

 [August-Wessels-Str. 27, 86157 Augsburg](#)

Tel [0911 943-28655](tel:091194328655)

E-mail via the BAMF contact form on www.bamf.de

How do you get to the BAMF offices in Munich, Zirndorf or Deggendorf? You can get directions on request from the helpdesk of the asylum counselling service.

Key words: Application for asylum, hearing, interview

Central Return Counselling (ZRB) South Bavaria

Counselling on voluntary return

Have you applied for asylum? Do you want to return to your home country before the BAMF has decided on your asylum application? You don't know what you need to do?

Then contact the Central Return Counselling Service (ZRB).

- The Central Return Counselling Service (ZRB) South Bavaria is a counselling centre.
- It helps if you are thinking about the possibility of voluntarily and permanently returning to your country of origin.
- The ZRB will help you with this process.
- The counselling is open-ended.
- Counselling can be anonymous if you wish.
- Interpreters for most languages are available for the counselling session.

How can you contact ZRB?

- If you have come to Germany as an asylum seeker and would like to find out about voluntary return to your country of origin.
- If you know or look after someone who is interested in voluntary return.
- If you know or look after someone who is obliged to leave the country.

Let's arrange a counselling appointment. You can discuss your situation at the appointment. You will receive information about your options. You can then decide what you would like to do.

 **The counselling is free of charge.**


Contact us

Zentrale Rückkehrberatung (ZRB) Südbayern

 [Lange Gasse 4, 86152 Augsburg](#)

 [08215089632](tel:08215089632)

 info@zrb-suedbayern.de

 You can find more information [here](#).

Keywords: return to home country, return, return counselling, departure,

Voluntary return - information for interested parties

What is meant by "voluntary return"?

Sometimes people who have sought asylum in Germany no longer want to or are unable to stay in Germany. It is then possible to return voluntarily to the country of origin. The return counselling service (ZRB Südbayern) helps if you are thinking about returning to your country of origin or moving on to another third country. The staff will advise and support you in all important steps.

What is the difference between a "voluntary return" and a "deportation"?

Voluntary departure is very different from deportation. In the case of voluntary departure, you prepare your return together with the advice centre. You can often apply for financial support. It is also possible to take part in vocational training programmes. Deportation, on the other hand, is carried out unannounced. There is no financial support for this. Deportation is (usually) accompanied by the police.

When can I voluntarily return to my country of origin?

You can return to your country of origin voluntarily during or after your asylum procedure. Support for onward migration to another third country is also possible. However, not everyone can receive financial support for voluntary departure. Contact the ZRB Südbayern. The staff will talk to you about your personal situation

How quickly is it possible to leave the country?

It can take just a few days or several months to organise your departure. Important for the preparation is:

- Do you have a travel document or do you still need to apply for one?
- Is there a suitable flight soon?
- Are you ill and need additional support?

Talk to the counsellor about this at your first appointment. During the consultation, you will find out approximately how long it will take to prepare for your departure.

Where can I find counselling and support?

In Bavaria, counselling and assistance with voluntary return is offered by various agencies. The ZRB Südbayern is a non-governmental counselling centre. This means that this advice centre is not part of the government or authorities. Counselling is voluntary. You can also just get information. The aim is to help you make a decision.

The ZRB Südbayern has offices in these 4 cities:

- Augsburg
- Deggendorf
- Kempten
- Mühldorf

What help is available?

This varies greatly and depends (among other things) on which country you come from and how long you have already been in Germany. It is possible, for example, to organise your departure and cover travel costs, one-off financial support or participation in vocational training measures. The staff will therefore ask you many questions during the counselling session. You will then find out how the advice centre can support you and what financial assistance is available.

Can I receive counselling anonymously?

Yes, you can also receive counselling anonymously. In an anonymous counselling session, you do not give your name. You also do not give any other details. However, if you decide to leave the country voluntarily, the counselling centre will need some information about you, for example to book your flight. The counselling can therefore take place anonymously, but your departure cannot.

Do I have to come to the counselling centre alone?

No. You can bring your family or a friend, for example.

Do I have protection against deportation?

If you are already obliged to leave the country, deportation is legally possible after the deadline set for you has expired. However, the foreigners authority often agrees to the organisation of voluntary departure even after this and allows you time to obtain all the necessary documents and prepare for your departure. Sometimes there is not enough time in such cases to make use of all available programmes. Your co-operation is always crucial for the success of a voluntary departure.

Are there interpreters for the counselling sessions?

Yes, the counselling centre has contacts with people who can interpret for you in many languages.

Steps on the path to voluntary return:

If you decide to return voluntarily, you will normally have three personal appointments at the counselling centre (ZRB).

Step 1: Contact a counselling centre near you

- If you would like more information about voluntary return, contact the counselling centre. You can call them or send them an e-mail.

Step 2: Initial information meeting

- You will receive all the important information about the voluntary return process in the first information meeting. If you wish, the interview can be conducted anonymously. In special cases, the interview can also take place at a different location.

Step 3: Make a decision

- The decision for or against return is often very difficult. The counsellors are there for you if you have any questions. In the end, you alone make the decision.

Step 4: Prepare your return together

- If you decide in favour of voluntary return, make a new appointment. The counsellors will plan your departure together with you. They will fill out all the forms with you and discuss important questions. For example: Do you have travel documents? What do you need for the trip? How much luggage do you want to take with you?

Step 5: Book your flight

- As soon as everything has been finalised, the advisors will look for a suitable flight. You will usually know at least one week before the flight when it will take place.

Step 6: Final meeting

- A few days before your departure, you will meet with your counsellor again. At this meeting, you will receive all the important documents for your return. The counsellor will also explain to you what you need to look out for when you leave the country.

Step 7: Travelling to the airport

- You will travel to the airport by public transport (bus or train). After check-in, you will go through security to the aircraft.


Step 8: Aftercare


- The counsellors are also there for you after your return. In some countries, for example, they can put you in touch with organisations in your home country that can help you with your reintegration.


Contact us

Zentrale Rückkehrberatung (ZRB) Südbayern

 [Lange Gasse 4, 86152 Augsburg](#)

 [08215089632](tel:08215089632)

 info@zrb-suedbayern.de

 You can find further information [here](#)

Keywords: ZRB Südbayern, voluntary return, Caritas Association, Central Return Counselling South Bavaria

Support groups (support for refugees)

Helferkreise are groups of people who support refugees. These people do this without pay. They are called "the volunteers". The volunteers help you to find your way around the city of Augsburg.

What exactly do the volunteers do?

- They show you important advice centres.
- They help you learn German.
- They look for suitable leisure and sports activities with you.
- They support you with applications.
- They accompany you to the doctor.
- They will help you with career guidance.
- They will show you how to look for a job or internship.
- They support you in your search for accommodation.
- and much more...

 The volunteers support you free of charge.

Would you like a volunteer to support you?

The refugee and integration counselling service will help you to find a group of helpers. You can also enquire at your accommodation centre. You can also contact the volunteer organisation in your area directly.

Overview of the helper groups around the decentralised accommodation and their contact details

Helferkreis Augsburg Aufwind SüdOst in Hochzoll

@kontakt@helferkreis-aufwind.de

Helferkreis Hammerschmiede

@helferkreis-asyl-christkoenig@web.de

Helferkreis Haunstetten

@info@freiwilligen-zentrum-augsburg.de

Helferkreis Hochfeld

@helferkreis-asyl-hochfeld@gmx.de

Helferkreis Asyl Herrenbach

@helferkreis-asyl-herrenbach@gmx.de

Helferkreis Kriegshaber

@asyl.kriegshaber@gmx.de

Unterstützerkreis Ottostraße

@otto-bekommt-asyl@web.de

Can't find a helper group in your neighbourhood?

There are two projects that you can contact

Integrationslotsen for the city of Augsburg

@margot.laun@tuerantuer.de

Refugee guides

@info@freiwilligen-zentrum-augsburg.de

Would you like to volunteer for immigrants?

There are two projects that support volunteers

Integrationslotsen for the city of Augsburg

@margot.laun@tuerantuer.de

Refugee guides

@info@freiwilligen-zentrum-augsburg.de

Keywords: Helpers, helper groups, help, support, everyday life

German language

Language course counselling

There are many different types of language courses. There are courses for beginners and advanced learners. Many courses take place in a classroom. But there are also online language courses. Are you looking for a language course? Not sure which course is right for you?

Then contact the language course counselling service.

What does a language course counsellor do?

- The counsellors will help you find the right course.
- You can discuss with a counsellor how much time you have for a course.
- You can also talk to them about costs. Some courses are more expensive than others.
- You can take a placement test.
- The counsellors will also help you to apply to the BAMF.

All integration course providers offer language course counselling and placement tests. Other institutions and advice centres can also advise you on the subject of language.

 **Counselling is free of charge.**

Integration course providers in Augsburg

- [ADK Augsburg German Courses](#)
- [Vocational Training Centre \(BBZ\) Augsburg gGmbH](#)
- [Vocational Training Centres of the Bavarian Economy \(bfz\) gGmbH Augsburg](#)
- [BIB Augsburg gGmbH](#)
- [Caesar Language & Education Institute](#)
- [DAA - German Employee Academy Augsburg GmbH](#)
- [Eckert Schools Augsburg AG](#)
- [Frohsinn Bildungszentrum Augsburg e.V.](#)
- [Kolping Academy Augsburg](#)
- [Languages Prisma GbR](#)
- [Sprachforum International German Courses GmbH](#)
- [Pittner Language Institute](#)
- [vhs - Adult Education Centre Augsburg e.V.](#)
- [vhs - Adult Education Centre Augsburger Land e.V.](#)

There are also other organisations that can give you good advice.

Counselling services on the subject of language in Augsburg

Language counselling for German courses

The vhs Augsburg also offers language counselling and placement tests.

Placement tests for integration courses at the vhs

 [Willy-Brandt-Platz 3a, Augsburg](#)

 **Counselling hours**


Tuesday and Thursday, from 2.00 pm to 4.30 pm

Language counselling in the Lechhausen education centre

 [Blücherstr. 1, 86165 Augsburg](#)

 **Counselling hours**

Thursday from 10:00 to 12:00

 Please make an appointment.

Sprachenberatung

 verwaltung@vhs-augsburg.de

 [+49 \(0\) 8215026555](tel:+49(0)8215026555)

Language counselling at the bfz

The language counselling service at bfz will support you if you are looking for a German course or a language test. You can also take a placement test here. The counsellors will help you to submit your application to the BAMF.

🗨️ Counselling and registration is available in Arabic, Albanian, Bosnian, English, Farsi, French, Russian, Spanish and Swahili.

Counselling hours

Monday to Thursday: 9:00 - 11:45 and 12:45 - 15:45

Sprachberatung und Anmeldung

📍 [Ulmer Str. 160, 86156 Augsburg](#)

@migration-anmeldung-a@bfz.de

☎️ [+49 \(0\) 82140802148](tel:+49(0)82140802148)

You can find the office here: Entrance C, 2nd floor, room 246

Youth Migration Service

The counsellors support young people aged 12 to 27 with various questions. They also help if you are looking for a German course.

🌐 You can find more information and contact details for the Youth Migration Service in Augsburg [here](#)

Migration counselling

The counsellors support adults aged 27 and over with various questions. They also help if you are looking for a German course.

🌐 You can find more information and contact details for migration counselling in Augsburg [here](#)

Keywords: language counselling, language test, find integration course, placement test, placement, find language course, find German course, German course advice, language course advice, find language course,

Language Courses

German courses for refugees

The German courses for refugees and asylum seekers take place twice a year. All lecturers work on a voluntary basis free of charge. This means that they do not receive any money for their work.

Who can take part?

- People who are not entitled to a state-subsidised German course.
- People who have already completed an integration course and do not receive any further funding.
- For refugees with a residence permit according to § 104c, participation is also possible in addition to the integration course.

What happens on the course?

- The courses last 15 weeks.
- There are 6 teaching units (one teaching unit is 45 minutes) per week.

The German courses are organised into levels. You will be assigned to a specific course when you enrol.


- Literacy course (reading and writing in the Latin alphabet)
- Level A0 to A1
- Level A2 or B2

 **The next German course runs from 20.10.2025 to 19.02.2026.**

How can I enrol?

 Register by 16.09.2025

- Fill out the [registration form](#).
- Please send the registration form to felicia.reintke@tuerantuer.de
- You can also register in person. Bring the form to the [helpdesk at the zib](#). (Wertachstraße 29)

 Are you unable to complete the [registration form](#) on your own? The [helpdesk at the zib](#) will help you.

Contact the helpdesk

Zentrum für interkulturelle Beratung (zib)

Tür an Tür - Integrationsprojekte gGmbH

Tür an Tür - Integrationsprojekte gGmbH

 [Wertachstraße 29, 86153 Augsburg](#)

 [@felicia.reintke@tuerantuer.de](mailto:felicia.reintke@tuerantuer.de)

 [+49 \(0\) 82190799616](tel:+49(0)82190799616)

 You can find more information [here](#)

Keywords: learning German, German for asylum seekers, language course, language support, German for refugees, German course for

refugees

Initial Orientation Courses for Asylum Seekers

Initial orientation courses for asylum seekers (Asylsuchende) with unclear prospects of staying in Germany

Who may participate?

Asylum seekers who are neither from a country with a high recognition rate nor from a safe country of origin.

What do you learn in an initial orientation course?

- Information about life in Germany
- German for everyday life (work, health, mobility, housing)
- Other topics: Values, customs and traditions, living together

Good to know

- a course consists of 300 teaching units (1 teaching unit = 45 minutes)
- Previous knowledge is not necessary
- Participation is free

Who runs initial orientation courses in Augsburg?

- [Berufliche Fortbildungszentren der Bayerischen Wirtschaft \(bfz\) gGmbH Augsburg](#)
- [Berufsbildungszentrum der Lehmbaugruppe \(BBZ\) Augsburg gGmbH](#)
- [DAA - Deutsche Angestellten Akademie Augsburg GmbH](#)

Key words: Language course, German course, learn German, German for asylum seekers, initial orientation course, language support, German for refugees

Integration courses

If you want to live in Germany, you should learn German. The Federal Office for Migration and Refugees (BAMF) therefore offers integration courses. Here you will not only learn the German language. You will also learn some things you should know about Germany. Examples of this are: the history, the culture and the legal system.

You must apply for the integration course at the BAMF. You need authorisation from the BAMF to register for an integration course. You can decide for yourself which language school in Augsburg you would like to attend the integration course at. The waiting time until the course starts is about 2 months.

 [You can find more information about applying for admission to an integration course here](#)

Who can take part in an integration course ?

People who want to learn German can take part in an integration course. Different conditions apply for each group of people. Have a look at the BAMF website. There you will find detailed information for all groups:

- [Information for EU citizens](#)
- [Information for late repatriates](#)
- [Information for foreigners with a residence permit before 2005](#)
- [Information for foreigners with a residence permit from 2005 onwards](#)
- [Information for German nationals](#)
- [Information for asylum seekers and tolerated persons](#)

What can you learn in an integration course ?

An integration course consists of 2 parts

Part 1: Language course with 600 units

- The course has 600 UE (UE = teaching units). One teaching unit lasts 45 minutes.
- Here you learn the German language (vocabulary and grammar)
- Topics from everyday life are discussed here. For example: work and career, education, childcare, shopping, leisure, health, media, housing
- There is an exam at the end "Deutsch-Test für Zuwanderer (DTZ)"

Part 2: Orientation course with 100 units

- The course has 100 UE (UE = teaching units). One teaching unit lasts 45 minutes.
- Topics from the German legal system, history and culture are discussed here. For example: rights and duties in Germany, living together in society, values that are important in Germany, such as freedom of religion, tolerance and equal rights for women and men
- At the end there is a final test "Leben in Deutschland"

How much does an integration course cost?

- Each lesson costs you €2.29.
- Do you receive social benefits (citizen's allowance, social welfare or similar)? Then the BAMF can exempt you from the costs. You must submit an application for this.
🌐 [You can find the application form here](#)

Who organises integration courses in Augsburg and the surrounding area?

- [ADK Augsburg Deutsche Kurse](#)
- [Berufsbildungszentrum \(BBZ\) Augsburg gGmbH](#)
- [Berufliche Fortbildungszentren der Bayerischen Wirtschaft \(bfz\) gGmbH Augsburg](#)
- [BIB Augsburg gGmbH](#)
- [Caesar Sprach- & Bildungsinstitut](#)
- [DAA - Deutsche Angestellten Akademie Augsburg GmbH](#)

- [Eckert Schulen Augsburg AG](#)
- [Frohsinn Bildungszentrum Augsburg e.V.](#)
- [Kolping Akademie Augsburg](#)
- [Sprachen Prisma GbR](#)
- [Sprachforum Internationale Deutschkurse GmbH](#)
- [Sprachinstitut Pittner](#)
- [vhs - Volkshochschule Augsburg e.V.](#)
- [vhs - Volkshochschule Augsburg Land e.V.](#)

You can also find local integration courses at www.bamf.de/Integrationskursort.html

Do you still have questions?

- Do you need help with your application?
- Don't know which course is right for you?
- Do you have any other questions?

The language schools will be happy to help you. There is also language course counselling in Augsburg.

Take a look in the app under [language course counselling](#)

Keywords: German course, language course, integration course, learning German, language support, language, education provider, integration course provider, language school, German for beginners, German as a foreign language, German for advanced learners, DaF, German lessons

Integration courses with literacy training

People who do not know the Latin script have an additional hurdle to overcome. They not only have to learn a new language, but also a new script. It is particularly difficult for people who cannot read and write their own language sufficiently. In the integration courses with literacy training, you will learn to read and write as well as speak and understand German.

You must apply to the BAMF for the integration course. You need authorisation from the BAMF to register for an integration course. You can decide for yourself which language school in Augsburg you would like to attend the integration course at. The waiting time until the course starts is about 2 months.

 [You can find more information about applying for admission to an integration course here](#)

Who can take part in an integration course with literacy training?


People who want to learn German can take part in an integration course. Different conditions apply for each group of people. Have a look at the BAMF website. There you will find detailed information for all groups:

- [Information for EU citizens](#)
- [Information for late repatriates](#)
- [Information for foreigners with a residence permit before 2005](#)
- [Information for foreigners with a residence permit from 2005 onwards](#)
- [Information for German nationals](#)
- [Information for asylum seekers and tolerated persons](#)

What can you learn in an integration course with literacy training?

- The course has 1,200 UE (UE = teaching units). One teaching unit lasts 45 minutes.
- In the literacy course, participants learn the Latin alphabet.
- They learn to read, write and speak in German.
- Here you learn the German language (vocabulary and grammar)
- Topics from everyday life are discussed here. For example: work and career, education, childcare, shopping, leisure, health, media, housing
- There is also an orientation course. Here you discuss topics from the German legal system, history and culture. For example: rights and duties in Germany, living together in society, values that are important in Germany, such as freedom of religion, tolerance and equal rights for women and men

How much does an integration course with literacy cost?

- Each lesson will cost you €2.29.
- Do you receive social benefits (citizen's allowance, social assistance or similar)? Then the BAMF can exempt you from the costs. You must submit an application for this.
 [You can find the application form here](#)

Who organises integration courses with literacy training in Augsburg and the surrounding area?

- [ADK Augsburg German courses](#)
- [Berlitz Language School Augsburg](#)
- [Augsburg Vocational Training Centre \(BBZ\) gGmbH](#)
- [Vocational Training Centres of the Bavarian Economy \(bfz\) gGmbH Augsburg](#)
- [BIB Augsburg gGmbH](#)
- [Caesar Language & Education Institute](#)
- [DAA - German Employee Academy Augsburg GmbH](#)
- [Eckert Schools Augsburg AG](#)
- [Frohsinn Förderkreis Augsburg e.V.](#)
- [Kolping Academy Augsburg](#)
- [Languages Prisma GbR](#)
- [Böhm Language Centre](#)
- [Sprachforum Internationale Deutschkurse GmbH](#)
- [Pittner Language Centre](#)

- [vhs - Adult Education Centre Augsburg e.V.](#)
- [vhs - adult education centre Augsburg Land e.V.](#)

Keywords: German course, language course, learning German, alphabetisation, learning to read, learning the alphabet, learning to write, language support

Vocational Language Courses

Vocational language support per § 45a of the Aufenthaltsgesetz (Residence Act)

The vocational language courses are built especially for people who want to further their careers. They combine vocational German with qualifications and work placements.

Target group:

- Migrants
- Refugees with a residence permit for humanitarian reasons
- Since 31.12.2022 all asylum seekers with a residence permit, irrespective of their good prospects of staying and also persons from the so-called safe countries of origin.
- Persons with exceptional leaves to remain (Geduldete) with a discretionary leave to remain (Ermessensduldung) according to § 60 a para. 2 sentence 3 AufenthG or postponement of deportation due to vocational training (Ausbildungsduldung) according to § 60c AufenthG or postponement of deportation due to employment (Beschäftigungsduldung) according to § 60d AufenthG
- Tolerated persons after 6 months of tolerated stay, provided they are close to the labour market (registered as unemployed, job-seeker or training-seeker or in an employment relationship, in-company training, an introductory qualification, a vocational preparation training measure or in the preliminary phase of assisted training as well as for persons with children who are usually under 3 years old).

Contents:

The vocational language support per § 45a AufenthG comprises basic modules of 300 teaching units each (B1 to B2/B2 to C1/C1 to C2).

Places are allocated by the Employment Agency (Agentur für Arbeit)

- for job seekers and unemployed people (financial support provided per SGB III)
- For asylum seekers

Places are allocated by the Jobcenter

- for the unemployed people (financial support provided per SGB II)
- for refugees with residence permits (Aufenthaltserlaubnis)

Providers of vocational language courses in Augsburg:

- [ADK Augsburg Deutsche Kurse](#)
- [Berufsbildungszentrum \(BBZ\) Augsburg gGmbH](#)
- [Berufliche Fortbildungszentren der Bayerischen Wirtschaft \(bfz\) gGmbH Augsburg](#)
- [BIB Augsburg gGmbH](#)
- [Caesar Sprach- & Bildungsinstitut](#)
- [DAA - Deutsche Angestellten Akademie Augsburg GmbH](#)
- [Kolping Bildungswerk in der Diözese Augsburg e.V.](#)
- [Sprachen Prisma GbR](#)
- [vhs - Volkshochschule Augsburg e.V.](#)

Key words: German for career, vocational German, language course, learn German, vocational language support

How can I still learn German?

There are many German courses in Augsburg. But there are also many other offers where you can learn German.

Deutsch-Café

Who can take part?

- Anyone who wants to improve their German

What exactly do we do?

- We talk in German about interesting topics.
- It is an open learning programme for German.
- Registration is not necessary.

 The offer is free of charge

Our locations and dates

You can find the [German Café](#) at various locations in Augsburg from Tuesday to Saturday:

Tuesday: 10:00 - 12:00

 [Kresslesmühle, Barfüßerstraße 4, 1st floor](#)

Wednesday: 9:00 - 11:00 and 15:00 - 17:00

 [Café Tür an Tür, Wertachstr. 29](#)

Thursday: 15:00 - 17:00

 [Projektraum Rechts-der-Wertach, Wolfgangstraße 2](#)

Friday: 15:00 - 17:00

📍 [ASB Römerhof, Hochfeldstraße 52](#)

Saturday: 10:00 - 12:00

📍 [Moritzpunkt, Maximilianstraße 28](#)

Do you have any questions? Then please contact

Fernanda Kerckhoff | Deutsch-Café

✉️ [@fernanda.kerckhoff@tuerantuer.de](mailto:fernanda.kerckhoff@tuerantuer.de)

☎️ [+49 \(0\) 15755565308](tel:+49(0)15755565308)

Keywords: learning German, language support, conversation course, language learning, speaking German, German for children, language learning, language mentors

Deutschpatenschaften

Would you like to improve your German? Then the [Deutschpatenschaften](#) project is right for you.

Who can take part?

- Anyone with a history of flight or migration who wants to improve their German.
- Age, origin or residence status do not play a role in the project.

What exactly happens in the project?

- You will receive support from a person (mentor).
- You can talk to the person about various topics in German.
- You receive learning materials.
- The meetings can be analogue or digital.

Are you interested in the project? Then get in touch with Felicia Reintke.

Contact Felicia

Tür an Tür - Integrationsprojekte gGmbH

Felicia Reintke | Deutschpatenschaften

📍 [Wertachstraße 29, 86153 Augsburg](#)

✉️ [@felicia.reintke@tuerantuer.de](mailto:felicia.reintke@tuerantuer.de)

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Keywords: German, learning German, speaking, language, language support, conversation course, language learning, speaking German, language mentor

TakeOff - Learn German with and for women

Are you new to Augsburg and would like to improve your German? Would you like to get to know other women and prepare for work?

The "[Take Off!](#) project for women" offers you this opportunity. In "[Take Off!](#)" you can learn German 4 times a week with other migrant women and network!

Who can take part?

- Women from different countries

What do I get out of the project?

- **You can practise your German.**
Improve your language skills in a friendly and supportive environment.
- **You can network.**
Meet other women who are also new to Augsburg.
- **You will receive information about work:.**
Prepare yourself for work and improve your job prospects.

 The offer is free of charge.

Course times and locations

Tante Emma am Fischertor

 [Am Fischertor 2, Augsburg](#)

 Course times

Monday: 9:00 - 11:00 a.m.

Wednesday: 14:00 - 16:00

Eckert Schulen Frauencafé

 [August-Wessel-Str. 17, Augsburg](#)


 Course times

Monday: 13:30 - 16:00

Thursday: 9:00 am - 12:00 pm

Would you like to join in?


- Just come to one of our meetings. You'll see how much fun practising German can be.
- You don't need to register. Just turn up and join in!

 You can find more information about the "TakeOff" project in the Integreat app under [TakeOff - Counselling by women for women for everyday life and work](#)

TakeOff

@takeoff@tuerantuer.de

 [+49 \(0\) 15780595572](tel:+49(0)15780595572)

 Follow us on [Instagram](#), [Facebook](#) or [WhatsApp](#). This way you will always receive the latest information about the project.



Das Projekt „Take Off! Mit & für Migrantinnen berufliche Perspektiven gestalten“ wird im Rahmen des Programms „MyTurn - Frauen mit Migrationserfahrung starten durch“ durch das Bundesministerium für Arbeit und Soziales und die Europäische Union über den Europäischen Sozialfonds Plus (ESF Plus) gefördert.

Gefördert durch:



Alpha+: Reading and writing for migrant women


Latin script is used in Germany. There are countries where a different script is used. If you come from such a country, it is important that you learn Latin letters. You can do this in the Alpha+ course.

Who can take part?

- Migrants who want to learn Latin letters

What exactly happens in the course?

- You learn or brush up on Latin letters.
- You practise reading and writing in a relaxed atmosphere.
- You can learn at your own pace.

 The programme is free of charge.

Course times and locations


St. Johannes - Gemeindezentrum Oberhausen

 [Donauwörther Str. 3, 86154 Augsburg](#) (1st floor)

 Course times


Monday and Thursday: 13:00 - 14:30

Bildungshaus Kresslesmühle

 [Barfüßerstr. 4, 86150 Augsburg](#) (1st floor)


 Course times

Friday: 9:00 - 11:15 a.m.

 Please register

Contact us

vhs Augsburg

 Mrs Brigitte von Taeuffenbach

 [+49 \(0\) 8215026535](tel:+49(0)8215026535)

 [@b.taeuffenbach@vhs-augsburg.de](mailto:b.taeuffenbach@vhs-augsburg.de)

Learn German yourself

Are you unable to attend a German course at the moment? Or would you like to learn and practise on your own alongside your course?

Here you will find tips for learning German:

vhs-Lernportal

- The portal will help you learn German.
- You will find exercises for beginners and advanced learners.
- You can practise grammar, vocabulary, reading and writing.
- You can use the portal free of charge.
- There is also a free app in the Google Play Store and the App Store.

 [vhs learning portal](#)

24h Deutsch

- This is a YouTube channel from the Goethe-Institut e. V.
- You can learn vocabulary and grammar here.
- You get tips for life in Germany.
- The service is free of charge.

 [24h German - YouTube](#)

Learn German with TikTok

- A TikTok channel from the Goethe-Institut e. V.
- Here you can watch many videos to learn German.
- The service is free of charge.

 [Learn German with TikTok](#)

Learn German on Facebook

- A Facebook channel from the Goethe-Institut e. V.
- You will find exercises and short films.
- The service is free of charge.

 [Goethe-Institut - Learn German](#)

Lunes App

- Learn vocabulary for your job with this app.
- You will find words for many different professions.
- The app is free of charge.
- You can download it from the Google Play Store and the App Store.

 [More about Lunes app](#)

The city of words

- An online game for level A1.
- You play it in the browser or as an app on your tablet or smartphone.
- You can play alone or with others.
- The game is provided by the Goethe-Institut e. V. and is free of charge.

 [Learn German - The city of words](#)

Pronunciation trainer

- Practise your pronunciation here.
- You get direct feedback.
- You will see pronunciation rules.
- The service is free of charge.

 [Online pronunciation trainer](#)

Life & everyday life

- On the website you will find more offers from the Goethe-Institut e. V. for learning German.
- You will find apps and films there. You can use them to improve your German.
- The courses are available for levels A1 to C2.
- The offer is free of charge.

 [Life & everyday life](#)

Offers from the Augsburg City Library

- The city library has many media for learning German. You can borrow them.
- On the ground floor you will find newspapers and magazines from Germany and many other countries.
- On the 1st floor there are computers with internet access. You can use these.

 [You can find more information about the public library here.](#)

Keywords: learn German, learn German online, learn German yourself, German course books, language acquisition software, learn German software

Interpret and translate

Find an interpreter

Are you still learning German and need an interpreter?


You can't speak German very well yet and you have an important appointment. For example, at an office, school or doctor's surgery? Then a trained person could help you and translate the conversation.

It is important at an appointment

- that you understand everything well
- that you can say important things
- that no information is lost

Why is an interpreter important?

Children or family members are not always a good solution. Sometimes you are talking about personal issues. Or you need a neutral person. That's why a professional interpreter is better.

 **Interpreters must remain silent. They must not say anything else. They must remain neutral.**

Where can I find an interpreter?

There are projects in Augsburg that provide interpreters. Do you need an interpreter? Then ask the interpreter pools. They will help you.

Please note:

- Not all projects provide interpreters to private individuals. Ask the projects.
- Sometimes an institution can appoint an interpreter. Ask the institution.

💡 **Translations often cost a little money. Ask in advance how much the costs are.**

Interpreter pools in Augsburg

Interpreter pool "Babel" in the Kresslesmühle

Assyrischer Mesopotamien Verein Augsburg e.V.

Ornina Akcan | Dolmetscherpool „Babel“

📍 [Barfüßerstr. 4, 86150 Augsburg](#)

✉️ babel@assyrer-augsburg.de

☎️ [+49 \(0\) 15751583993](tel:+49(0)15751583993)

🌐 <https://bethnahrin.de/projekte/dolmetscherpool-ba...>

Interpreter pool "kunterMund"

Diakonisches Werk Augsburg e.V.

- "kunterMund" offers interpreting services in the fields of social affairs, education and health.
- The interpreters are native speakers and work in a culturally sensitive manner.

Important

- "kunterMund" only works with public offices, authorities and institutions.
- Private individuals cannot call them.
- There are no written translations.

Evangelische Beratungsstelle

📍 [Oberbürgermeister-Dreifuß-Str. 1, 86153 Augsburg](#)

✉️ eb@diakonie-augsburg.de

☎️ [+49 \(0\) 821597760](tel:+49(0)821597760)

🌐 <https://diakonie-augsburg.de/de/evangelische-bera...>

Do you need written translations of official documents?

In special cases you will need certified translations. These are translations of official documents such as certificates, deeds (e.g. marriage or birth). Only state-certified translators are authorised to carry out such translations in Germany. They can be very expensive. Check carefully beforehand whether you really need a certified translation.

Keywords: interpreter, translating, interpreting, language mediation, translation, cultural mediator, interpreting services, translating documents, certified translation, Babel, translator, interpreter, language and cultural mediator, Sprint,

Become an interpreter

Do you speak German very well? Do you speak another language very well?

Then you could work as a language and cultural mediator. These people help with communication between two people where one person speaks no (or only little) German. They help to overcome language barriers. They don't just translate words. They also mediate between different ways of thinking and explain cultural differences. In this way, misunderstandings can be recognised and resolved more quickly. They make the conversation easier for everyone.

They are not professional interpreters, but trained laypeople.

How can I become an interpreter?


There are several interpreter pools in Augsburg. You can do a training course there. Afterwards you can get assignments.

In a training course you will learn, for example:

- What does language and cultural mediation mean?
- How do I behave during an assignment?
- How do I write an invoice?
- What do I need to bear in mind when doing the accounts?
- What do I do if I am emotionally distressed by an issue?
- and much more.

Where do language and cultural mediators work?

They receive interpreting assignments via these centres. The assignments take place in counselling centres, hospitals or public authorities, for example. You can also be deployed for meetings with parents at school or therapy sessions. If you accept an assignment, you will receive remuneration (money).

 Please note: Each interpreter pool has its own training programme and different payment rates. You can register with all pools.

The following interpreter pools are available in Augsburg

Interpreter pool "Babel" in the Kresslesmühle

Assyrischer Mesopotamienveren e.V.

Ornina Akcan | Dolmetscherpool „Babel“

 [Barfüßerstr. 4, 86150 Augsburg](#)

@babel@assyrer-augsburg.de

[+49 \(0\) 15751583993](tel:+49(0)15751583993)

<https://bethnahrin.de/projekte/dolmetscherpool-ba...>

Key words: accompanying authorities, becoming an interpreter, voluntary interpreting, interpreter qualification, cultural mediator qualification, language mediator qualification, help with translations, voluntary work,

Daily Life

Telephones and the Internet

Mobile phone

Do you need a mobile phone contract for your mobile phone - to make calls, send messages or surf the Internet?

There are various options in Germany: You can choose a prepaid tariff or take out a contract. Both have different advantages and costs.

This overview will help you find the right tariff - explained simply and step by step.

What is a prepaid tariff?

- You first top up credit.
- Then you can make calls and surf the Internet until your credit is used up.
- You have no fixed monthly costs.
- You can cancel or switch providers at any time.

What is a contract tariff?

- You sign a contract, usually for 24 months.
- You pay a fixed amount each month.
- You often get a new mobile phone with it.
- You must actively cancel if you do not want to extend the contract.
You often have to cancel in writing. Pay attention to the cancellation period.

What should you pay attention to?

Think about how much you phone and surf.

- Do you rarely use your mobile phone? Then a low-cost prepaid tariff is sufficient.

- Do you phone and surf a lot? Then a contract with a data flat rate is worthwhile.

Take a look at the monthly costs.

- How high is the basic fee? Does the fee increase after a certain time?
- With a contract, you pay a fixed amount every month.
- With prepaid, you only have expenses when you top up credit.

Pay attention to the contract term.

- With prepaid, you can switch providers at any time.
- With a contract, you are tied to a provider for longer (often 24 months).
- How long is the contract for?
- When do you have to cancel the contract?

Do you need a new mobile phone?

- Many contracts include a smartphone (mobile phone).
Ask: How much does a mobile phone with a contract cost and how much does a mobile phone without a contract cost?
- With prepaid, you have to buy a mobile phone separately.

Is the network and service good?

- Find out how well the provider works in your region.
- Good service helps with questions or problems.

How much do international calls cost?

- The prices vary greatly with different providers.
- The prices are different for different countries.
- With prepaid, calls abroad are often more expensive or not possible at all.
- With a contract, there are sometimes favourable additional options for calls abroad. Ask about this.

How much does Internet cost?

- With prepaid, you pay for a certain data package (e.g. 3 GB for 10 euros).
- Contracts often include a data volume per month.
- If you surf a lot, look out for a "flat rate" or high data volume.

Keywords: Mobile phone, mobile phone contract, prepaid, mobile phone, telephone,

Internet / Wi-Fi

If you do not have a private Internet/WiFi connection, you can use public hotspots.

Public, free Wi-Fi hotspots in Augsburg (selection):

- Town Hall Square
- Königsplatz
- Willi-Brandt-Platz (City Gallery)
- Public library on PCs (→ see Independent Continuing Education / Online Services)
- In many buses and trams in the city area

Links with overviews of other Wi-Fi hotspots:

www.br.de/puls/themen/netz/wlan-karte-bayern-100...

<https://www.augsburg.de/buergerservice-rathaus/bu...>

Note for asylum seekers

As an asylum seeker in Germany you have no legal right to internet access (Wi-Fi). So there is normally no Wi-Fi in the accommodation facilities.

There is Wi-Fi in the "Mühlmahdweg", "Ottostraße", "Zusamstraße" and "Windprechstraße" accommodation facilities operated by Tür an Tür. For €5 for 36 days, vouchers can be purchased at Café Tür an Tür ([Wertachstr. 29, 86153 Augsburg](#)) .

If there is a telephone connection in the accommodation, it is possible for the residents to conclude a contract for Wi-Fi themselves.

- Talk to your accommodation facility management team first and ask whether Wi-Fi is technically possible and how you can give the technician access to the building.
- Your Support Network can help you find a good contract.
- Talk to your roommates about payment.
- Consider if a contract that you can always cancel is better than a contract that is valid for a long time (for example 2 years) .


Key words: WLAN, hotspots, Internet, Wi-Fi

Current account

A current account is important for life in Germany. It helps you to organise your finances and take part in everyday life. Many things are more difficult without a current account. For example, you often can't get a salary or social benefits without a current account.

A current account is a bank account for everyday life. You can use it to:

- Receive money - for example, wages, salary, pension or social benefits.
- Pay bills - for example rent, electricity or mobile phones.
- Transfer money - to other people or companies.
- Pay by card - in shops or online.
- Withdrawing cash - at cash machines.

 **Important:** Make sure you have enough money in your account for all withdrawals and payments.

Where can I open a current account?

There are many banks in Augsburg. You can open a current account there. You can decide for yourself which bank suits you best. Some banks have branches in the city, others are only available online.

What does a current account cost?

A current account can be free or fee-based. The costs depend on the offer:

- Some banks offer free accounts if you receive money regularly (e.g. salary).
- Others charge monthly fees, for example €4.95 to €14.95.
- Additional costs may be incurred for certain services (e.g. paper transfers or extra cards).


Compare the offers. Pay attention to:

- Monthly fees
- Costs for withdrawing money
- Online access and app
- Service in your language

How do I get a current account?

You can open an account in a branch or online. Many banks will help you switch from an old account. You will need:

- Identity card or passport
- Registration certificate
- Sometimes also a residence permit or tax number

 Ask for a basic account if you are new to Germany or have little money. Every bank must offer you such an account. You can find information about a basic account [here](#)

Keywords: money, cashless, bank, banking, payments, withdraw money, EC card, payment transactions, account, account opening, withdraw money,

Favourable shopping

Clothing, furniture, food

People with little money can also buy cheap or second-hand items in Augsburg.


Clothing, furniture and household items: the social department stores


You can find clothes, crockery, toys and sports and electrical goods for everyday use that are very cheap in the social department stores and clothing shops.

Important: Please show your identity card (for asylum seekers) or your job centre benefit certificate.

Caritas ALF FAIRKAUF


(Clothing, household goods, books, etc.)


 [Depotstraße 5, 86199 Augsburg](#)


 Monday to Friday: 9:00 - 17:00

Contact

(clothing, furniture, household goods, books, toys)


 [Im Tal 8, 86179 Augsburg](#)


 Monday to Friday: 10:00 - 19:00

 Saturday: 8:00 - 18:00

Kleiderkammer Haunstetten

(clothing)


 [Rechenstr. 69, 86179 Augsburg](#)


 Saturday: 10:00 - 12:00


DekraToys Company Augsburg

(free toys for children)

 [Ulmer Straße 160a, 86156 Augsburg](#)


 Monday to Wednesday: 8:00 - 15:00


 Thursday: 8:00 - 17:00


 Friday: 8:00 am - 12:00 pm

Second-Hand-Laden „MiniKlamotti“


(children's and baby clothes, toys, games, books in good condition)


 [Von-Parseval-Straße 23, 86159 Augsburg-Hochfeld](#)

 Monday: 9:30 - 11:30 a.m.

 Tuesday: 15:00 - 17:00

 Wednesday: 10:00 - 12:00


 Thursday: 14:00 - 16:00

 Friday: 9:30 - 11:30 a.m.

Diakonie diakoniekauF


(furniture, household goods)


 [Partnachweg 6, 86165 Augsburg](#)


 Monday to Friday: 7.30 am - 4.30 pm

Kiloweise

(clothing, shoes, household goods, books, toys, etc.)


 [Spenglergäßchen 7a, 86152 Augsburg](#)

 Monday and Thursday: 13:00 - 16:00


 Tuesday, Wednesday and Friday: 9:00 a.m. - 12:00 p.m.

Arbeitshilfe 2000 e.V. SozialKaufhaus Augsburg

(clothing, furniture, household goods, books, etc.)

 [Hirblinger Str. 130a, 86156 Augsburg](#)


 Monday to Friday: 12:00 - 17:00


 Saturday: 10:00 - 14:00

Förderwerk St. Elisabeth Kinderstube

(baby and children's clothing, toys, children's articles)


 [Wendel-Straße 4, 86159 Augsburg](#)


 Monday to Friday: 10:00 - 12:00

 Tuesday: 13:30 - 16:30

Rot-Kreuz-Lädle Oberhausen

(clothing)

 [Donauwörther Str. 18, 86154 Augsburg](#)


 Monday to Friday: 9:00 - 14:00


 You can find more information [here](#)

Rot-Kreuz-Lädle Lechhausen

(Clothing)

 [Neuburger Straße 30, 86167 Augsburg](#)


 Monday to Thursday: 9:00 - 14:00


 Friday: 09:00 - 17:00


 You can find more information [here](#)

Rot-Kreuz-Lädle Pfersee

(Clothing)

 [Augsburger Str. 14, 86157 Augsburg](#)

 Monday to Friday: 9:00 - 14:00


 You can find more information [here](#)

Rot-Kreuz-Lädle Göggingen

(Clothing)

 [Bürgermeister-Aurnhammer-Straße 15, 86199 Augsburg](#)

 Monday to Friday: 9:00 - 17:00

 You can find more information [here](#)

Food shopping

You can find cheap food and toiletries in the discount supermarkets. You are more likely to find food from specific countries or regions of the world in smaller shops in the neighbourhood.

Augsburger Tafel e.V.

Here you can pick up food and toiletries free of charge if you earn little or no money. You will need "proof of need" (e.g. a benefit certificate from the job centre, pension certificate).

You can obtain a Tafel card from the main office of Augsburger Tafel e.V..

Important: The Tafel card is only issued at the main office.


Note for refugees:

Asylum seekers will receive a letter from the Office for Social Services with their proof of arrival/ID card and the AsylBIG decision.

Address:

Augsburger Tafel e.V. (main office)

 [Hirtenmahdweg 8, Erdgeschoss, 86154 Augsburg](#)


 www.augsburger-tafel.de


 **Opening hours:**


Monday: 9:00 - 12:00 (if you need a Tafelausweis for the first time)


Tuesday: 9:00 - 12:00 (if you already have a Tafelausweis that needs to be renewed)

Issue:


 [Hirtenmahdweg 8, 86154 Augsburg-Oberhausen](#)

 Wednesday and Thursday: 13:00 - 17:00,
Friday: 12:00 - 16:00


 [Bärenstraße 22, 86156 Augsburg-Bärenkeller](#)

 Tuesday: 15:00 - 16:00


 [Maria Hilf, Bismarckstraße 63, 86391 Stadtbergen](#)


 Tuesday: 13:00 - 14:00

 [Lauterlech 49, 86152 Augsburg-Stadtmitte](#)

 Tuesday: 14:00 - 16:00

 [Curtiusstraße 3, 86165 Augsburg-Lechhausen](#)

 Tuesday, Wednesday and Friday: 14:30 - 16:30


 [Merowingerstraße 9, 86199 Augsburg-Göggingen](#)

 Tuesday and Wednesday: 13:00 - 15:00

Pet food / pet accessories

People on low incomes receive support here in caring for their pets, whether food, toys, dog leads or cosy baskets.


[Tierfutternothilfe- Augsburg e. V.](#)

 [Lauterlech 38, 86152 Augsburg](#)



[01709624297](tel:01709624297)

[@info@tierfutternothilfe-augsburg.de](mailto:info@tierfutternothilfe-augsburg.de)

 two Saturdays a month: 9:00 - 12:00

Exact dates can be found on the website

Important:

The offer applies to homeless people, pensioners, welfare recipients, customers of the job centre, etc.

Please bring your ID and pension certificate, ALG II certificate, social welfare certificate or other proof of your need.

Keywords: cheap, cheap, used, shopping, social department stores', food bank, toys cheap, toys used, used clothes, food cheap, games cheap, children's clothes used, children's clothes cheap, furniture used, furniture cheap, pet food cheap, pet accessories

Tips for dealing with waste

How to avoid waste in everyday life

Many things in everyday life make rubbish. We only use many things once and then throw them away. That makes a lot of rubbish. You can often avoid waste in everyday life. Even small steps can help a lot.

Why is less waste good?

- Less rubbish protects the environment.
- The city has to collect and incinerate less rubbish. This saves energy.
- Less waste saves raw materials such as wood, oil and metal.
- We have fewer toxic substances in the environment.
- You often save money if you use things for longer.
- The city stays clean and pleasant for everyone.
- People, animals and nature stay healthy.

Useful tips

Here you will find simple tips for everyday life. The tips will help you to avoid waste. You can implement many ideas immediately. Even small changes make a big difference. You probably also have your own ideas. Every good idea helps to avoid waste.

When shopping

- Take your own bag with you. That way you won't need a plastic bag at the supermarket.
- Buy reusable bottles instead of disposable ones. A reusable bottle can be used many times.
- Choose products with little packaging. Loose apples make less rubbish than apples in plastic.
- Only buy what you really need. That way you will throw away less later.

In the kitchen

- Plan your food well. Write a shopping list. That way you only buy what you need.
- Eat leftovers or freeze them. Many dishes can still be eaten the next day.
- Use cloth towels instead of lots of paper towels.
- Drink tap water instead of bottled water. The water from the tap in Augsburg is very clean and healthy.

When cleaning

- Use detergent sparingly. Follow the dosage on the packet.
- Use cleaning agents consciously. Small quantities are often sufficient. Vinegar, citric acid or baking soda clean well and are better for the environment.
- Buy the largest possible packs or refill packs.

Buy or sell used items

Many used items can be reused, for example clothes, furniture or toys. Before you throw something away, think about whether someone else could use it. Other people are happy to receive things that work. You can also buy second-hand items. They work and are often cheaper.

- You can sell or give away used items.
- You can also hand in or buy items in good condition at a social department stores'.
🌐 You can find social department stores in Augsburg [here](#)
- You can throw clothes in good condition into a container for textiles.
- You can buy used items at a flea market.

Repair instead of throwing away

Repair your clothes or appliances if they are broken. Things can often still be put to good use.

- Sew a button back on, for example.
- Repair minor damage early on.
- Use repair cafés in your neighbourhood. You can get help with repairs there.


Where can I get help with repairs?

There are various workshops in Augsburg. You can get help with repairs there. Volunteers will show you how to do it. They also have tools. In most cases, you only pay for the spare parts. The workshops are happy to receive a donation.



Examples of workshops in Augsburg


Habitat | Repair-Café

-  [Beim Glaspalast 5, 86153 Augsburg](#)
- @kontakt@das-habitat.de
-  [+49 82156732890](tel:+4982156732890)
-  <https://das-habitat.de/repaircafe>


 Various repairs are possible at the [Repair Café Habitat](#). You can repair items from the areas of wood, small furniture, bicycles, textiles, metal, electronics and electrical appliances.

Bikekitchen

-  [Heilig-Kreuz-Straße 30, 86152 Augsburg](#)
- @bikekitchen_augsburg@gmx.de
-  <http://www.bikekitchen-augsburg.de/>

 You can repair your bike in the [Bike-Kitchen](#).

Every little step helps. Together we produce much less waste.

 You can also find lots of tips on the [AWS website](#)

Rubbish belongs in the rubbish bin

There are many rubbish bins in public spaces in Augsburg. Please throw your rubbish in them. This keeps our city clean and beautiful. Rubbish does not belong on the ground or in nature. If meadows, green spaces and the banks of the Lech remain clean, we can all use them for recreation.

Rubbish also accumulates on the road. You can help with simple rules. This is how Augsburg stays clean. The following tips will show you what you can do.

Avoid litter in nature

- Always throw rubbish in bins or rubbish baskets.
- Do not throw rubbish on meadows or green spaces.
- Do not leave rubbish on the banks of the Lech or Wertach.

Information on how to dispose of glass, clothing and electrical appliances correctly can be found [here](#)

Information on how to dispose of hazardous waste and bulky waste correctly can be found [here](#)

Rubbish on the street

- Always throw rubbish in the rubbish bin.
- Do not leave anything on the ground.
- Use the rubbish bins at home.

Dispose of cigarettes correctly

Cigarette butts are very harmful to the environment.

- Never throw cigarette butts on the ground.
- Use ashtrays or rubbish bins. There are ashtrays at many bus stops.

Dispose of chewing gum correctly

Chewing gum on the floor is very difficult to remove.

- Do not spit chewing gum on the floor.
- Wrap the chewing gum in paper.
- Then throw it in the rubbish bin.

Disposing of dog faeces

Dog faeces on paths and meadows is unhygienic and disturbs other people.

- Always remove your dog's faeces immediately.
- Use a dog faeces bag for this purpose. There are free dog waste bags in many places in Augsburg.
- Throw the bag in the waste bin or in the grey bin (residual waste).

Together we can keep Augsburg clean.

Separate waste correctly

In Germany, we separate our waste. That is important. This is how we protect the environment. We save important raw materials, energy and money.

If we separate waste, companies can reuse many things. For example, glass, paper or metal. This is called recycling.

Recycling requires less energy than new products.


Why is it important to separate waste?

Sorting waste helps us all.

- When we separate waste, less waste is incinerated.
- Cities have lower costs because waste processing is easier.
- Good separation gives us more clean raw materials for new products.
- We protect our environment.

How do I separate waste correctly?

Augsburg has four bins. Here are a few examples of what you can put in which bin.

 You can find more detailed information on waste separation on the [AWS website](#)

Brown bin - organic waste

Everything made from **plants** or food goes in here, for example

- Fruit peelings
- Vegetable scraps
- Egg shells
- Coffee filters, tea bags
- Food scraps, such as pasta, rice and cheese
- Bread scraps
- Bones and bones
- Meat scraps
- flowers

Important: No plastic bags! Not even compostable plastic bags.

 [More information about the brown bin](#)

Green bin - paper & cardboard

- Paper and cardboard
- Cardboard boxes
- Newspapers
- Books
- Paper packaging

 Please fold or cut up cardboard boxes. This way, more paper will fit in the green bin.

Important: No dirty paper and no paper with plastic!

 [More information about the green bin](#)

Sunny yellow bin - plastics & metals

This bin is for sales packaging, plastic and metal items, for example:

- Yoghurt pots
- Beverage cartons

- Plastic packaging
- cans
- Metal lids
- Packaging for medicines
- Plastic toys
- Cooking pots
- Cutlery

Important: No electrical appliances, batteries or rechargeable batteries.

 [More information about the yellow bin](#)

Grey bin - residual waste


Everything that does not belong in the other bins:


- Hygiene waste (nappies, handkerchiefs)
- Hoover bags
- Cat litter
- Dog faeces
- Porcelain, ceramics
- Wallpaper
- baking paper
- Cigarette butts
- Broken things (for example: wine glasses, dirty and broken clothes)

Important: No electrical appliances.

 [More information about the grey bin](#)

Further information


 If the waste is sorted incorrectly, the waste collection service will not collect the bin. You then have to sort it yourself or pay for an extra collection. This costs money

 You can find more information about waste on the [AWS website](#)

Dispose of glass, clothing and electrical appliances correctly

Many things do not belong in the normal rubbish bins. There are large containers in Augsburg for glass, old clothes, shoes and small electrical appliances. They are located at various places throughout the city. The places where the containers are located are called recycling islands.

The city has almost 300 recycling islands in many neighbourhoods. You can dispose of these items there easily and correctly.

 You can find the recycling islands in Augsburg on the [AWS website](#)

Waste glass

You buy many drinks in returnable bottles. There are returnable bottles made of plastic and glass. You can return returnable bottles to drinks shops and grocery shops. Many returnable bottles can be used again.

💡 Do not throw away returnable bottles. Bring them back. You will also get your money back.

Other glass bottles (champagne bottles, wine bottles) and glass containers (preserving jars) can be placed in the glass containers on the recycling islands. There are often three colours:

- White glass
- amber glass
- Green glass

Please throw the glass into the correct opening. This helps with recycling.

Important: Beverage glasses (e.g. wine glasses or beer glasses) belong in the **grey bin (residual waste)**.

🗑️ [Further information on disposing of used glass](#)

Old textiles and shoes

Do you still have clothes, shoes, towels or bed linen in good condition? Well-preserved means: the items are clean, have no holes and the colours are still good. Such clothes and fabrics are still useful. Other people can continue to wear the clothes. Or someone can make something new out of them.

- You can throw such items into clothing containers.
 - 💡 Pack the clothes in bags. This keeps everything clean.
- You can also hand the items in to social department stores in Augsburg
 - 🗑️ You can find the social department stores in the app under [Clothing and furniture](#)

Important: Put broken or dirty clothes **in the grey bin (residual waste)**.

🗑️ [Further information on disposing of old textiles and shoes](#)

Electrical appliances

Electrical appliances do not belong in the residual waste bin. They often contain hazardous substances. You can dispose of these appliances at electrical waste collection points, in shops or at recycling centres. There are also containers for this at various locations in the city.

Examples of electrical appliances:

- Chargers
- irons
- Lamps and illuminants

Important: Rechargeable batteries and batteries do not belong in the containers. Appliances with permanently installed rechargeable batteries are also not allowed. They can burn.

💡 Always take rechargeable batteries, batteries and mobile phones with built-in rechargeable batteries to the recycling centre.

🌐 [Further information on disposing of electrical appliances](#)

Dispose of hazardous waste and bulky waste correctly

Special waste and bulky waste do not belong in the normal bins. Some items are too big. Others need to be disposed of in a special way. Here you can find out how to dispose of these items correctly.

Hazardous waste

Hazardous waste is waste that can be dangerous or toxic. It is not allowed in any bin or container. You must dispose of these items separately because they can damage the environment or require special treatment.

Typical examples of hazardous waste are

- Batteries and rechargeable batteries
- Electrical appliances such as mobile phones, laptops or cables
- Energy-saving light bulbs

You can always hand in these items free of charge at the recycling centre.

Hazardous waste also includes

- Paints and varnishes
- Chemical residues
- Aerosol cans with contents

You can dispose of these items free of charge three times a year at the recycling centre (Wertstoff- und Sondermülltage).

🌐 Information on the recycling centres in Augsburg, with dates and addresses, can be found [on the AWS website](#)

Bulky waste

Bulky waste is large items that do not fit into the normal bins. You cannot put these items in the residual waste bin.

Bulky waste includes, for example

- **Wood:** furniture wood such as cupboards, tables, wooden shelves
- **Electrical appliances:** fridge, cooker, washing machine, television
- **Metal objects** e.g. bicycle, clothes horse
- **Hard plastics:** garden furniture, bucket, laundry basket,
- **Other household items:** upholstered furniture and mattresses, ironing board, wickerwork

There are two ways in which you can dispose of bulky waste:

1. You take the bulky waste to the recycling centre.
Go there during opening hours and hand in the items.
2. You can have the bulky waste collected.

💡 If you have a lot of bulky waste, get in touch with Customer Service. Use the [contact form](#) for this

How do I register bulky waste?

In Augsburg, you can have your bulky waste collected free of charge. To do this, register your bulky waste with the AWS

You can arrange an appointment for bulky waste collection [online](#).

- Please book your appointment well in advance, preferably several weeks before the collection date.
- Think carefully beforehand about which items you want to give away.
- In the registration form, write down all the items you would like to have collected.
For example: 1 mattress, 1 table, 4 chairs, 1 laptop

How do I prepare the bulky waste?

Bulky waste is collected by different vehicles. The vehicles come one after the other and sometimes at different times.

Please prepare your bulky waste as follows:

- Sort the items into groups: Wood, metal, electrical appliances, hard plastics and other household items.
- Pack small items in bags.
Cut or break longer pieces of wood into smaller pieces. (Items longer than 2 metres)
- Put the bulky waste out from 6.00 pm at the earliest on the evening before the collection date.
- Everything must be ready by 6.30 a.m. at the latest on the day of collection
- Everything must be in a place that is easily accessible.
- If you place the bulky waste on the pavement, make sure that people can easily walk there and that nobody is in danger.

💡 Important: If the bulky waste is not collected, take the items away again on the same day so that the street remains clear.

Further information

🌐 Further information on bulky waste can be found on the [AWS website](#)

Pass things on instead of throwing them away

You may no longer need some items. If they are clean and in good working order, someone else can continue to use them.

You can give the items away or sell them - for example in [a social department stores'](#), at flea markets or online. This gives the items a new lease of life and prevents them from ending up in the rubbish bin.

Police

What is the police?

- The police in Germany are the point of contact for all people in need.
- Anyone can contact the police.
- There are no costs involved.
- The police treat all people equally.
- The police ensure that all people in Germany can live together peacefully.
- The police also intervene in crisis situations.
- The police act in accordance with the law. This is not negotiable.

 In Germany, it is a criminal offence to resolve conflicts between people by force.


What do the police do?

- The police record criminal charges. If requested, the police will issue a written confirmation with a file number.
- The police carry out investigations and seize evidence. They question witnesses, search for the perpetrator and secure evidence (e.g. fingerprints, photos, clothing, DNA and other traces).
- If you are the victim of theft or robbery, the police will search for the stolen property.
- Under certain circumstances, the police will provisionally arrest the perpetrator.
- The police will inform you about your rights as a victim and about the further course of the criminal proceedings.
- The police will also explain how you can behave and protect yourself after the offence.
- Once the investigation is complete, the police will forward all documents to the public prosecutor's office. The decision on the conviction of the offender is made by a court.

What is important when living together in Germany?

- Human dignity is inviolable! It is the duty of all state authorities to respect and protect it (Basic Law, Article 1).
- All people are equal, regardless of age, origin, gender or religion.
- Everyone in Germany has the right to physical integrity. Threats and violent attacks on other people are prohibited and will be prosecuted (this also includes theft, extortion or fraud).
- People in Germany live together as equals. Discrimination on the basis of gender, skin colour, religion or sexual orientation is prohibited and will be prosecuted.
- In Germany, everyone has the right to freedom of expression. Everyone is allowed to express their opinion. However, you may not use your opinion to discriminate against, insult or threaten other people.

- Freedom of religion applies in Germany. Everyone is allowed to decide for themselves whether they want to belong to a religion or not. You are allowed to choose your own religion. You have to accept the decision of others.

 You can find more information about the police in Augsburg [here](#)

What can I do in an emergency?

- In an emergency, call 110, which is the police number.
- If you want to report an incident, you can contact any police station.
- If you make a report, the police will ask for details of the incident. You may bring a trusted person or a lawyer with you. If you have problems with the German language, you can bring a translator with you or the police will provide you with the necessary support.
- In the event of a medical emergency or fire, call 112.
- **Important:** State your name and the place where you are. Tell them what has happened.

Lost property office

Have you lost something on the street, on the bus or in a public space? Or have you found something?

Then the lost property office can help you. It collects all lost property that is handed in to citizens' offices, the police, transport companies or directly to the lost property office. These items are kept there for a certain period of time.

For example, have you lost your keys, mobile phone or jacket? Ask at the lost property office - perhaps someone has found the item and handed it in.

How can I find lost items?

- If your contact details are on the lost property (e.g. name, address, telephone number), the lost property office will contact you directly. This happens, for example, with ID cards or purses.
- You can search for other lost items online. [You will find an online search function on the website of the lost property office](#)
- Have you not found your item? Then you can report your loss [online](#).

What do I need to consider if I want to collect my mobile phone or keys?

- Keys: Please bring a comparison key with you.
- Mobile phone or tablet: Please bring the 15-digit IMEI number (serial number) with you. This can often be found on the packaging.

What happens to items that nobody collects?

- The lost property office auctions off these items several times a year. For example, you can buy a used bicycle at auction.

- You can find the dates for the next auctions [here](#).

Fundbüro Augsburg

[Bei St. Max 1, 86152 Augsburg](#)

[@fundbuero@augzburg.de](mailto:fundbuero@augzburg.de)

[+49 \(0\) 8213246304](tel:+49(0)8213246304)

<https://www.augszburg.de/buergerservice-rathaus/bu...>

Keywords: lost property office, lost, find, bicycle for cheap, lost jacket, lost rucksack,

Religion

Freedom of religion

In Germany, there is a law governing religious freedom. Everyone has the right to follow their faith freely, as long as this does not violate the [Basic Law](#).

The state is neutral to and tolerant of all religions. Whether someone believes in a religion and joins a religious community is their personal decision.

The state and religion are not however strictly separated in Germany. The state works together with religious communities and organises religious instruction in schools for example.

Freedom of religion means, for example:

- All people have the freedom to choose and practice their religion and beliefs themselves.
- All people have the freedom to not follow a religion and to state that fact openly. If someone does not believe in God, they are free to state this publicly.
- Members of different religions and faiths are allowed to marry each other and have children.
- Marriage only counts as legally binding if it is entered into at the Registry Office (Standesamt).
- Marriages that have only been performed in a religious ceremony are not considered legally binding in Germany.

In Augsburg, religious freedom has a special meaning. Religious freedom and peace between religions are celebrated together every year at the High Peace Festival ([Hohes Friedensfest](#)).

Key words: Religion, religious houses, church, cultural associations, religious associations, religious freedom, faith, religious community

Cemeteries and burials

Cemeteries in Augsburg

There are twelve cemeteries in Augsburg. New ones are managed by the city of Augsburg. Three others are administered by Augsburg churches.

You can find a list of the cemeteries under the following links:

- Here you can find [municipal](#) cemeteries
- Here you can find [church](#) cemeteries

Muslim burials

Would you like a Muslim funeral? This is also possible in Augsburg.

- Burial in a Muslim burial ground is possible at the [New East Cemetery](#).
- Ritual ablutions for Muslim deceased can be performed at the [Gögging cemetery](#).

Keywords: cemetery, burial, ritual ablution, Muslim burial, grave, burial

LGBTIQ*

In Germany, everyone is free to live out their sexual orientation. Same-sex couples have been able to marry since 1 October 2017. It is a milestone in terms of LGBTIQ* friendliness. This is one of the laws to support freedom, equality and equal treatment of people, regardless of sexuality or lifestyle.

You will also find acceptance and support in the city of Augsburg. We have associations that take care of the LGBTIQ* scene. In general, it is about:

- Equality and equal treatment
- Fight against discrimination and misanthropy
- Education of the LGBTIQ* scene

These organisations offer counselling and advocate for LGBTIQ* issues:

Querbeet Augsburg e.V

- a group for LGBTQI* young people aged 14-27 in Augsburg and the surrounding area
- makes group evenings, school projects and actions
- Contact persons for LGBTIQ issues

- **Contact:**

P.O. Box 102210, 86102 Augsburg

[@info@querbeet-augsburg.de](mailto:info@querbeet-augsburg.de)

 More info www.querbeet-augsburg.de

CSD Augsburg - Christopher Street Day Augsburg .e.V.

- organises the CSD in Augsburg and other events such as the IDAHIT*

- campaigns for the interests of queer people
- **Contact:**
P.O. Box 10 14 25, 86004 Augsburg
[@info@csd-augsburg.de](mailto:info@csd-augsburg.de)

 More info www.csd-augsburg.de


Queer Augsburg

- an open LGBTQIA+ group
- meet regularly, go on excursions and do educational work with workshops
- Contact:
[@ mail@queer-augsburg.de](mailto:mail@queer-augsburg.de)
Instagram: @queer_augsburg

More information >> www.queer-augsburg.de

Queer Christians Augsburg



- a group bi-, trans-, asexual, lesbian and gay Christians all age groups
- once a month the group meets (Fridays 19:00)
- The group is open to all queer people who are interested in the Christian faith or are searching on this point.
- You can contact the group or just come to a meeting
- **Contact:**
[@info@qcaux.de](mailto:info@qcaux.de)

 More info qcaux.de

L*-AUX - Lesbisch* in Augsburg



- L*-AUX - Lesbian* in Augsburg is a community for LGBTQ women & NTI persons
- A safe space for lesbian, bisexual, trans and queer women as well as non-binary, trans and inter people in Augsburg
- There is also a WhatsApp group
- **Contact:**
[@ lesbischinaugsburg@gmail.com](mailto:lesbischinaugsburg@gmail.com)
Instagram: https://www.instagram.com/l_in_aux/

Miranda Ala - Queere Psychotherapie (HeilprG)

- Miranda Ala - Queer Psychotherapy (HeilprG)
- Talking Psychotherapy and Music Therapy (HeilprG)
- **Contact:** Miranda Ala Psychotherapie (HeilprG)
 Heilig-Kreuz-Straße 6, 86152 Augsburg
 [017664181455](tel:017664181455)
[@hello@miranda-ala.de](mailto:hello@miranda-ala.de)

 More info www.miranda-ala.de

ZAS - Zentrum für Aidsarbeit Schwaben

- HIV rapid test
- Risk assessment
- Sexual health counseling
- PrEP
- TasP
- Chem-Sex & Fetish
- Living with HIV
- Group offer for HIV-positive men* and friends* (sports, exercise, exchange, community, games...) Tuesdays from 7 pm
- Counseling on Tuesdays and Thursdays 3-7 p.m. (online, on the phone and in person)
- **Contact:**
-  Schaezlerstr. 36, 86152 Augsburg
-  [0821158081](tel:0821158081)
- www.facebook.com/ZAS.Schwaben

 More info www.zas-schwaben.de

Keywords: LGBTIQ*, lesbian, gay, bisexual, trans*-, inter, lesbian, gay, bisexual, transgender, lesbian, gay, bisexual, transgender, living across, queer people, Lsbti, intersex people, LGBT*IQ, LGBT*Q, LGBT, LGBTQ, LGBTIQ+, LGBTQIA

Germany from A to Z


Would you like to find out more about Germany? What traditions or eating habits there are here?


You can get to know your new home better with videos and texts on the "Handbook Germany" page. [Here](#) you can find important information in Deutsch, یسراف/یرد, English, وٲٲ, Türkçe, Français and برع ل.

Public toilets / barrier-free WCs

There are many public toilets in Augsburg. You can use most public toilets free of charge. Only a few toilets charge a small fee.

Some public toilets are barrier-free. Barrier-free means that you can use a toilet with a wheelchair or walking aid. There are also toilets that are not completely barrier-free. However, they are suitable for people with minor disabilities. These toilets are called low-barrier.


 Many barrier-free and low-barrier toilets have a Euro lock. This is a special lock that can be opened with a Euro key. The Euro key is only given to people who are dependent on accessible toilets. The Euro key can be used to open many accessible toilets in Germany and other countries.

 You can find more information about the Euro key [here](#)

You can find public toilets in Augsburg here:

Stadtmitte

Rathausplatz


 [Rathausplatz 1, 86150 Augsburg](#)



Barrier-free WC with Euro lock and emergency call station

Stadtmarkt

 [Fuggerstraße 12 a, 86150 Augsburg](#)


 The toilet is open during market hours.

Stadtmarkt, Fleischhalle

 [Fuggerstraße 12 a, 86150 Augsburg](#)



Barrier-free toilet without Euro lock

 The toilet is open during market hours.

Untere Jakobermauer


 [Untere Jakobermauer 2, 86152 Augsburg](#)



Barrier-free toilet without Euro lock




Please note: There is a step at the entrance.

 The toilet is open on weekdays from 7:00 to 18:00.

Siebentischwald

Damaschkeplatz

 [Spickelstraße 1 a, 86161 Augsburg](#)




Barrier-free WC with Euro lock

 The toilet is open from April to September on weekdays from 10:00 to 20:00.


Parkhäusl

 [Professor-Steinbacher-Straße 10 a, 86161 Augsburg](#)

 Barrier-free WC without Euro lock


 The toilet is open on weekdays from 7:00 to 19:00. On Sundays and public holidays it is open from 8:00 to 20:00.

Sportanlage Süd

 [Ilsungstraße 15c, 86161 Augsburg](#)



Barrier-free toilet without Euro lock

 The toilet is open on weekdays from 7:00 to 19:00. On Sundays and holidays it is open from 8:00 to 20:00.

Hammerschmiede-Firnhaberau

Autobahnsee Lauterbacher am See


 [Mühlhauser Straße 54 d, 86169 Augsburg](#)

 Barrier-free WC with Euro lock and emergency call station

Autobahnsee-Fasanenhof

 [Mühlhauser Straße 16, 86169 Augsburg](#)

 Barrier-free toilet with Euro lock and emergency call station


 The toilet is open daily from 10:00 to 20:00 from April to September.

Lechhausen

Alter Ostfriedhof


 [Kurt-Schumacher-Straße 57, 86165 Augsburg](#)

Neuer Ostfriedhof

 [Zugsitzstraße 104, 86163 Augsburg](#)

Hochzoll


Water rescue station at the Kuhsee

 [Oberländer Straße 168, 86163 Augsburg](#)


 Barrier-free WC with Euro lock

Oberhausen


Oberhauser Bahnhof

 [Ulmer Straße 35, 86154 Augsburg](#)


 Barrier-free WC/ladies without Euro lock

 The toilet is open daily from 6.30 am to 10 pm.

 [Bischof-von-Zollern-Platz, 86154 Augsburg](#)

 The toilet is open on weekdays from 7:00 to 19:00.

Nordfriedhof

 [Talweg 2, 86154 Augsburg](#)

Pfersee

Westfriedhof

 [Stadtberger Straße 80 a, 86157 Augsburg](#)

Haunstetten

Alter Friedhof

 [Bürgermeister-Widmeier-Straße 55, 86179 Augsburg](#)




Barrier-free WC without Euro lock


Haunstetten-Nord Endhaltestelle

 [Haunstetter Straße 244 a, 86179 Augsburg](#)

 Barrier-free WC without Euro lock

 The toilet is open on weekdays from 7:00 to 19:00. On Sundays and public holidays it is open from 8:00 to 20:00.

Neuer Friedhof

 [Hopfenstraße 11, 86179 Augsburg](#)

 Barrier-free WC without Euro lock

Göggingen-Inningen-Bergheim

Friedhof Göggingen

 [Von-Cobres-Straße 19, 86199 Augsburg](#)

Hallenbad Göggingen

 [Anton-Bezler-Straße 2, 86199 Augsburg](#)

Haltestelle Rathaus, towards the city centre


 [Bürgermeister-Aurnhammer-Straße 1, 86199 Augsburg](#)


 The toilet is open on working days from 7:00 to 19:00.

Friedhof Inningen

 [Oktavianstraße 25, 86199 Augsburg](#)

Friedhof Bergheim

 [Remigiusgasse 1, 86199 Augsburg](#)

 You can find more information about public toilets in Augsburg [here](#)


The nice toilet

"The nice toilet" is a toilet in a restaurant or bar. You can use this toilet free of charge. You do not have to consume anything in these places. Many restaurants in the city centre, Lechhausen and Hochzoll offer this service. You can find out exactly where these toilets are located in the

app "Die nette Toilette".

Many restaurateurs also use the following stickers:



 You can find more information on the website: www.die-nette-toilette.de

Training and work

Training - Learn a profession

What is vocational training?

Professional qualification is very important in Germany. This will enable you to find a better job. With a vocational qualification you are a "skilled worker" and you earn more money. There are professions for which a degree is necessary. For other professions you can do school-based or dual training. Vocational training usually lasts between 2 and 3.5 years. There are more than 300 training occupations in Germany.

School-based training

School-based training means that you learn everything at a vocational school. Some professions can only be learnt through school-based training. These are professions in the social and care sector such as dietician or nurse. There are state vocational schools that you can attend free of charge. There are also private vocational schools. They are subject to a fee.




Dual training

Dual training means that part of the training takes place at a vocational school and part at a company. This means that you learn theory at school. You gain practical experience in a company. The advantage is that you can apply what you have learnt in practice. In a dual training programme, you also earn some money for your work in the company.

What professions are there in Germany?


 You can find information on this at BERUFENET

Where can I find information on apprenticeships?


- Would you like to find out which profession suits you?
 The Employment Agency's guide will help you: [Schritt für Schritt zum Wunschberuf](#)
- Would you like to find out more about types of training?
 You can find lots of information [here](#).
- Are you looking for general information on vocational training?
 You can find lots of information on [planet-beruf](#)

Would you prefer to visit a place where you can find all the information you need?

Then go to the Vocational Information Centre (BiZ).

 [Wertachstr. 28, 86153 Augsburg](#)

- You will find useful tests and information there.
- The centre provides information on vocational training, school and university in Augsburg,
- You can search for training places there.
- You can create applications there, scan certificates or print out your application documents.
- You can get answers to your questions there. You can speak to the BiZ specialists at any time. They will be happy to help you.
- You can take part in events there (careers fair, application training or workshops)

 You can find more information about BiZ [here](#)

Who advises on the subject of training?

There are many advice centres and projects in Augsburg. They can help you with all questions relating to vocational training.

You can find a list of the centres in the Integreat app under [Counselling centres - Training](#) and under [Support projects - Training](#).

Keywords: vocational training, apprenticeship, dual training, job profiles, finding a career, vocational qualification, internship, application training, learning, profession, German for work

Counselling centres - Training

Who advises on the subject of training?


There are institutions, projects and advice centres that can help you with the following questions


- Which profession suits me?
- What professions are there in Germany?
- What requirements do I have to fulfil for certain professions?
- How do I write an application?
- How do I look for an internship or apprenticeship?
- Where can I learn German for my job?

The following institutions and advice centres are available in Augsburg

Agentur für Arbeit

- You must make an appointment by telephone with the careers advice centre at the Employment Agency.
- The counsellors can direct you to further measures (e.g. training courses, job application training etc.).


 [08004555500](tel:08004555500)


 [Wertachstraße 28, 86153 Augsburg](#)


 You can find more information [here](#)

Jobcenter Augsburg Stadt

- Do you receive benefits from the job centre? Then you can also contact your counsellor there.
- The counsellors can direct you to further measures (e.g. training courses, job application training, etc.).

 [August-Wessels-Str. 31 - 35, 86156 Augsburg](#)


 [0821315700](tel:0821315700)


 You can find more information [at here](#)

JUBAG Jugendberufsagentur Augsburg

- Young people up to the age of 25 can simply drop by the counselling café at JUBAG.
- Here you can get tips on how to apply and how to look for a training place.
- Have you dropped out of an apprenticeship? The JUBAG can also help you here.
- The counsellors can help you with many other questions.

 [Leonhardsberg 3, 86150 Augsburg](#)

 [08213151789](tel:08213151789)


 jubag@augzburg.de

 Mehr Informationen finden Sie [hier](#)

Jugendmigrationsdienst Diakonisches Werk Augsburg e.V.

- Young immigrants up to the age of 27 can get general advice on training here.

 [Heilig-Kreuz-Straße 22a, 86152 Augsburg](#)

 [082145546913](tel:082145546913) oder [082145546950](tel:082145546950)

 jugendmigrationsdienst@diakonieaugzburg.de

 Mehr Informationen finden Sie [hier](#)

Jugendmigrationsdienst


Kolping-Bildungswerk in der Diözese Augsburg e.V.

- Young immigrants up to 27 receive general counselling on training here.

 [Frauentorstraße 29, 86152 Augsburg](#)

 [08213443114](tel:08213443114)


 [@jmd@die-kolping-akademie.de](mailto:jmd@die-kolping-akademie.de)

 Mehr Informationen finden Sie [hier](#)

"WIR"-Projekt BAVF Plus

Tür an Tür - Integrationsprojekte gGmbH

- Refugees in particular receive support here, e.g. with their application for a work permit.
- They also receive help here in their search for a training place.

 [Wertachstr. 29, 86153 Augsburg](#)

 [082190799744](tel:082190799744)


 [@bleiberecht@tuerantuer.de](mailto:bleiberecht@tuerantuer.de)

 You can find more information [here](#)

HWK - Swabian Chamber of Crafts

- Here you can find information on professions in the skilled trades.
Examples of occupations in the skilled trades: roofer, hairdresser, baker and dental technician.
- You can also get help with finding an apprenticeship here.

 Marcos Pangestu

 [Siebentischstraße 52 - 58, 86161 Augsburg](#)

 [082132591328](tel:082132591328)


 [@marcos.pangestu@hwk-schwaben.de](mailto:marcos.pangestu@hwk-schwaben.de)


 Mehr Informationen finden Sie [hier](#)

IHK - Swabian Chamber of Industry and Commerce

- Here you can find information on professions in industry and commerce.
Examples of professions in industry and commerce: plant mechanic, bookseller, chemical laboratory technician, animal keeper, businesswoman and businessman.
- You can also get support here in your search for an internship or apprenticeship.
- You can also do a skills check here.

 Ibrahim Rahimi

 [Stettenstraße 1 +3, 86150 Augsburg](#)


 [082131621411](tel:082131621411)

@Ibrahim.Rahimi@schwaben.ihk.de

 You can find more information [here](#)

Educational counselling, City of Augsburg

- Here you can get general advice on training.
- The counsellor will help you to find other suitable offers.

 Goran Ekmešćić

 [Grottenau 1, 86150 Augsburg](#) (ground floor, room 046)

 [08213246997](tel:08213246997)

@bildungsberatung@augzburg.de

 You can find more information [here](#)

Further offers of support

There are many projects in Augsburg that you can support.

You can find a list of these projects in the Integreat app under [Support projects - Training](#).

Are you bringing certificates from abroad?

You can find information on this in the Integreat app under [Recognition of foreign qualifications](#).

Keywords: training, apprenticeship, dual training, job profiles, finding a career, vocational qualification, internship, application training

Support projects - Training

Who else can support me with my training?

There are many projects in Augsburg that can help you with questions about training.

- You don't know how to look for an apprenticeship?
- You don't know which profession suits you?
- Do you already have an apprenticeship but are having problems?
- Are you doing an apprenticeship and need support?
- Do you find lessons at vocational school difficult?
- You don't always understand specialised texts?
- Would you just like someone to motivate you?
- Do you have exam nerves?
- Vocational school is difficult?
- Are you not getting on at vocational school?
- Would you like to drop out of training?




- Would you like to improve your language skills?

Then don't wait! Contact counselling centres or projects. The counsellors will listen to you and will be happy to help you.

The following projects are available in Augsburg

VerAplus - Stark durch die Ausbildung





- The project supports you if you have problems with your education.
- Volunteers accompany you individually.

 Josefine Steiger
 [+49 \(0\) 15110613560](tel:+49(0)15110613560)
 [@schwaben@vera.ses-bonn.de](mailto:schwaben@vera.ses-bonn.de)

 You can find more information [here](#)

Azubipat:innen

- The project supports you in your learning.
- The trainee mentors practise job-specific language with you.
- They help you with the challenges at vocational school (in terms of learning)
- The meetings between mentors and mentees take place once a week

 Mrs Gabriele Opas
 [+49 \(0\) 82145042213](tel:+49(0)82145042213)
 [+49 \(0\) 1719345355](tel:+49(0)1719345355)
 [@opas@freiwilligen-zentrum-augsburg.de](mailto:opas@freiwilligen-zentrum-augsburg.de)

 You can find more information [here](#)

Die Wegbegleiter*innen


The project helps trainees with a history of migration. Volunteer mentors accompany you. They support you with academic and professional challenges. They also provide emotional support.

What can you expect?

- Individual support: Your mentor will help you to cope better with vocational school and everyday working life.
- Linguistic help: Together you will work on your German - especially on technical terms that you will need in your job.
- Intercultural tips: You'll learn how to navigate the world of work with confidence.
- Motivation & self-confidence: Your mentor has your back and helps you to keep going.

Who can take part?

- Trainees with experience of flight or migration who need support during their training.
- You must already have a training place.

 Catharina Maria

 [082190799747](tel:082190799747)

 [@catharina.maria@tuerantuer.de](mailto:catharina.maria@tuerantuer.de)

 www.tuerantuer.de/wegbegleiter

Counselling centres

There are many advice centres in Augsburg that can provide you with information on the subject of training. They can help you with many questions.

You can find a list of these advice centres in the Integreat app under [Advice centres - Training](#).

Keywords: training, apprenticeship, dual training, job profiles, career choice, vocational qualification, internship, application training

AzubiWelt - App

AzubiWelt is an app. Here you will find lots of information about vocational training.

Who is the app for?

- The app is for young people who are looking for an apprenticeship.

 The AzubiWelt app is free of charge.

What can I do with the app?

- You can find information on professions in Germany, for example:
 - What professions are there?
 - How long does the training last?
 - What does the work actually look like?
- You will find tips on finding a training place.
- You will get tips on how to apply.
- You can search for a training place directly in the app

 You can find more information on the [website of the Federal Employment Agency](#)

Publisher

Bundesagentur für Arbeit

 **Bundesagentur für Arbeit**
Agentur für Arbeit Augsburg

Work / Gainful employment

Advice on labour law

Do you have a job and have questions about labour law? For example, about employment contracts, working hours, dismissal or temporary work? Would you like to find out about your rights as an employee?

Then go to an advice centre. The counsellors will be happy to help you.

 **Counselling is free and anonymous.**

The following counselling services are available:


MigraNet - Fair integration

Who can contact the "Fair Integration" project?

- Refugees
- Migrants from third countries

What questions and topics does the project advise on?


- What rights do employees have?
- What does my employment contract say?
- How many hours a day am I allowed to work?
- How much holiday am I entitled to?
- Is my pay fair?
- I am being treated unfairly at work. What can I do?
- I have been made redundant and don't understand why.
- and much more ...

 Counselling is available in German, Arabic or English.


Mustafa Alia | Europäischer Verein für Wanderarbeiterfragen e.V.

 [Wertachstraße 29a, 86153 Augsburg](#)

 [@mustafa.alia@emwu.org](mailto:mustafa.alia@emwu.org)

 [+49 \(0\) 1755355867](tel:+49(0)1755355867)

 <https://www.migranet.org/angebote/ratsuchende/fai...>

 You can find more information on the ["Fair integration" website](#)

Fair mobility

Who can contact the "Fair Mobility" project?

- Workers from a Central or Eastern European country

What questions and topics does the project advise on?

- How many hours a day am I allowed to work?
- How much holiday am I entitled to?
- Is my pay fair?
- What is the minimum wage?
- I have a lot of overtime.
- What do I do in the event of an accident or illness?
- How does health insurance work?
- What rights do I have? How can I enforce my rights?
- and much more ...

The "Fair Mobility" project operates at 12 locations throughout Germany. In Bavaria, there are two locations in Munich and Nuremberg.

💡 Counselling in Munich is available in Bulgarian, English and German.

Beratungsstandort Faire Mobilität in München

📍 [Neumarkterstr. 22, 81673 München](#)

✉️ @muenchen@faire-mobilitaet.de

🌐 <https://www.faire-mobilitaet.de/>

💡 Counselling in Nuremberg is available in Polish, Romanian, German and English.

Beratungsstandort Faire Mobilität in Nürnberg

📍 [Ludwigstraße 46, 90402 Nürnberg](#)

✉️ @nuernberg@faire-mobilitaet.de

🌐 <https://www.faire-mobilitaet.de/>

🌐 Information on counselling in other languages can be found on the ["Fair Mobility" website](#)

Search terms: poor pay, underpaid, employment contract, job rights, professional rights,

Job counsellor - support on the way into working life

Are you looking for work or training and need support? You don't know which profession suits you best? Do you have questions about job applications?

Then contact the job counsellors. Job counsellors will help you get started in the world of work. They plan your professional future together with you. They will clarify whether you still need a professional qualification or a German course. They will inform you about suitable offers. They will support you with your application and work with you to find an internship. The job counsellors will continue to support you once you have found a job.

 **Counselling is free of charge.**

Who can contact job counsellors?

The job counsellors will advise and support you if you are over 25 years old and belong to one of the following groups:

- Asylum seekers with good prospects of remaining in Germany
- Tolerated persons with good prospects of staying
- Recognised asylum seekers
- People with a migration background

What can you expect?


The job counsellors will advise you on the following questions and topics:

- Are you looking for training, employment or school education?
- Do you have questions about career guidance?
- Are you looking for information on the labour market?
- Would you like to gain further qualifications?
- Would you like to learn how to write a job application in Germany?
- Do you need support in finding a job or training place?
- Would you like to know which profession suits you best?
- and much more ...


Contact

bfz gGmbH Augsburg

Andreas Seiberling | Jobbegleiter


 [Ulmer Str. 160, 86156 Augsburg](#)

 @andreas.seiberling@bfz.de

 [+49 \(0\) 82140802170](tel:+49(0)82140802170)

 <https://www.bfz.de/jobbegleiter>

Paula Ludwig | Jobbegleiterin

 [Ulmer Str. 160, 86156 Augsburg](#)

 @paula.ludwig@bfz.de

 [+49 \(0\) 82140802140](tel:+49(0)82140802140)

 <https://www.bfz.de/jobbegleiter>


Sankt Elisabeth KJF Berufsbildungs- und Jugendhilfezentrum

Sabine Corso | Jobbegleiterin

 [Fritz-Wendel-Str. 4, 86159 Augsburg](#)

 [@CorsoS@sanktelisabeth.de](mailto:CorsoS@sanktelisabeth.de)

 [+49 \(0\) 8215979312](tel:+49(0)8215979312)

 [+49 \(0\) 1701817980](tel:+49(0)1701817980)


 <https://www.sanktelisabeth.de/unsere-angebote/aus...>

Malgorzata Bissinger | Jobbegleiterin

 [Fritz-Wendel-Str. 4, 86159 Augsburg](#)

 [@BissingerM@sanktelisabeth.de](mailto:BissingerM@sanktelisabeth.de)

 [+49 \(0\) 8215979448](tel:+49(0)8215979448)

 [+49 \(0\) 15167120426](tel:+49(0)15167120426)

 <https://www.sanktelisabeth.de/unsere-angebote/aus...>

Keywords: job counsellor, job, job search, job, counselling, counselling for refugees, job search, training search,

Mentoring-Partnerschaft Augsburg


Get your career back on track with a degree from abroad


Do you have an academic degree from another country? Would you like to work in your profession in Germany again? Do you live in Augsburg?

You can clarify many practical and technical questions with a mentor from your profession. And you will build up a professional network.

What is the mentoring partnership?


The [mentoring partnership](#) helps people who are new to Germany and have a vocational qualification from abroad. It supports them in finding a job in Germany.

 You can find more information about registration and the programme here: [Information on the mentoring partnership in Augsburg](#)


 You can register directly as a mentee here: [Registration form for the mentoring partnership in Augsburg](#)

Contact us

Anne Pawletta | Mentoring-Partnerschaft Augsburg

 [Wertachstraße 29, 86153 Augsburg](#)

 [@anne.pawletta@tuerantuer.de](mailto:anne.pawletta@tuerantuer.de)

 [+4982190799703](tel:+4982190799703)

 <https://www.migranet.org/angebote/ratsuchende/die...>

 Appointments possible by arrangement

WIR - Project BAVF Plus

Have you come to Augsburg as a refugee and would like to work? Do you need help finding a job? Do you have any other questions on the subject of "work and training"?

Then contact the WIR - BAVF Plus project. The counsellors will be happy to help you.

 **Counselling is free of charge.**


Who can contact the "WIR - BAVF Plus" project?

- People with a residence permit
- People with a tolerated stay permit
- People with a residence permit

What can you expect?

You can contact the BAVF project with the following questions:

- You are looking for training, employment or school education.
- When am I allowed to work? Are there any special conditions?
- You have questions about residence.
- Can I do a language or integration course?
- How can I find childcare?
- Do you have questions about school and training?
- and much more ...

 The advisors are in contact with (foreigner) authorities, job centres and employment agencies.

Contact us

Door to Door - Integration Projects gGmbH

WIR - BAVF Plus

 [Wertachstraße 29, 86153 Augsburg](#)

 [@bleiberecht@tuerantuer.de](mailto:bleiberecht@tuerantuer.de)

 [+49 \(0\) 82190799744](tel:+49(0)82190799744)

 <https://tuerantuer.de/bavf/>

Augsburg Adult Education Centre - Augsburger Akademie e.V.

Elena Mañez y Moya | WIR - Netzwerk BAVF Plus

 [Willy-Brandt Platz 3A, 86153 Augsburg](#)


 [@manez-moya@vhs-augsburg.de](mailto:manez-moya@vhs-augsburg.de)

 [+49 \(0\) 17656748425](tel:+49(0)17656748425)


 <https://www.vhs-augsburg.de/informationen/projekt...>

Augsburg Employment Agency

Levente Kolumban | WIR - BAVF Plus

 [Wertachstr 28, 86153 Augsburg](#)


 [@levente-lehel.kolumban@arbeitsagentur.de](mailto:levente-lehel.kolumban@arbeitsagentur.de)

 [+498213151342](tel:+498213151342)

Recognition of foreign qualifications

Certificates from abroad - what to do?

Certificates are very important in Germany. You need them for school, university or work. They tell you what you have learnt and achieved. You need school reports if you want to study in Germany. You need certificates of professional qualifications if you want to work here. Sometimes your certificate from abroad is sufficient. Sometimes you need to have your qualification recognised. In other cases, a certificate assessment is necessary.

 **Important:** You will only find general information here. There are different regulations and terms for each occupational group.

Do you bring certificates with you from abroad?

Did you attend school, study or learn a profession abroad? Do you have the certificates with you? These can be school reports or study diplomas. Have you already worked abroad? Do you have proof of employment?

You can often have these qualifications recognised in Germany.

What does certificate recognition mean?


When recognising certificates, the competent authority checks what you are qualified to do in Germany on the basis of your certificates. Your qualifications and achievements are translated, so to speak. They take a close look at what you have learnt abroad and what professional experience you have gained. These qualifications are compared with a similar qualification or profession in Germany.

Is the content very similar? Then you have a good chance of being recognised. Is the content different? Then you may be able to take a qualification or an examination.

Go to a counselling centre.

Recognising certificates is very complex. A different organisation is responsible for each occupational group. The requirements for different professions also differ. The counsellors will help you.


- They will discuss your professional goals with you.
- They will tell you which documents you need and which organisation is responsible for you.
- They will advise you on financing and further training.
- They will also tell you what other requirements you need to fulfil.
- For some professions, you will also need certain language skills or a certificate of good conduct.
- They will help you fill out the forms correctly.


 Contact a counselling centre as early as possible. The counselling centres have long waiting times.

 You can find counselling centres [here](#).

Up-to-date information on the recognition procedure, information on competent authorities, etc.

 Detailed information on professional recognition in several languages can be found [here](#).

 Information on recognition in Bavaria can be found [here](#).

 A database with information on the assessment of foreign educational certificates can be found [here](#).

What documents do you need for recognition?

Here too, the regulations vary for different qualifications. For some professions, proof of employment is helpful. In other areas, only qualifications are important.

Basically, you should compile all the documents you have:

- Proof of your professional qualification (e.g. certificates, professional certificate)
- Proof of your professional experience in your profession (e.g. work references, work book)

- Proof of your university degree
- Proof of your general school leaving certificate
- Proof of the content and duration of your education (e.g. lists of subjects, lists of grades, study book, diploma supplement, transcript of records)
- Curriculum vitae

 **Go to a counselling centre.**

The counsellors will tell you which documents you need. They will also tell you whether you need to translate your certificates.

 You can find counselling centres [here](#).

What happens if you don't have any certificates?

It may be that you no longer have your certificates. Or some of your certificates are missing. There are solutions for such cases too. For example, you can prove your professional skills by taking tests. This is possible for some professions.

 **Go to a counselling centre.**

The counsellors will discuss all the options with you .

 You can find counselling centres [here](#).

Keywords: certificates, work in Germany, study, study, professional recognition, recognition procedure, labour market, skilled worker, skilled workers, degree, profession, qualification, knowledge, knowledge test, occupation, diploma, licence to practise, professional permit,

Counselling services for certificate recognition

Have you completed vocational training? Have you attended school or studied in another country? Do you have certificates from abroad? Would you like to study in Germany or work in your profession?

Then you need to have your certificates recognised in Germany.

 **It is best to go to a counselling centre first.**

Contact an advice centre as early as possible. The counselling centres have long waiting times.

Why is counselling important?


Recognising certificates is very complex and individual. A different organisation is responsible for each sector. The requirements for different professions vary. The country of origin of your certificates plays an important role. Your professional experience is also important for recognition. There are many ways to have your qualification recognised. The counsellors will help you. In some cases, recognition is not possible. The counsellors will tell you what alternatives there are for recognition.

 **Counselling is free of charge!**

What exactly happens during the counselling?

The counsellors will ask you lots of questions about your training. They will look at your certificates and other documents. They will work out your individual path with you.


- They talk to you about your career goals.
- They will assess whether you have a chance of being recognised.
- They clarify which documents you need.
- They will tell you which documents you need to have translated.
- They will inform you which organisation is responsible for your profession.
- They will advise you on costs and funding.
- They will help you to fill in the forms correctly.
- They will tell you what other requirements you need to fulfil.
- They will tell you whether you need special language skills.
- They will help you find further counselling services.
- They will help you to understand the decision.
- They will work out suitable next steps with you.

 Bring all documents with you to the counselling session. You do not have to translate the documents.

What counselling services are available?

Counselling for professions in the skilled trades

The Swabian Chamber of Skilled Crafts will advise you if you have learnt a trade. Examples of trades professions: roofer, hairdresser, baker and dental technician.dr

 You can find all professions in the skilled trades [here](#)

HWK - Handwerkskammer Schwaben

Anna-Maria Mayr | Beratung zu Anerkennung ausländischer Berufsabschlüsse

 [Siebentischstraße 52 - 58, 86161 Augsburg](#)

 [@anna-maria.mayr@hwk-schwaben.de](mailto:anna-maria.mayr@hwk-schwaben.de)

 [+49 \(0\) 82132591402](tel:+49(0)82132591402)

 <https://www.hwk-schwaben.de/artikel/anerkennung-a...>

Counselling for professions in industry and trade


The Swabian Chamber of Industry and Commerce will advise you if you have learnt a profession in the field of industry or trade. Examples of professions in industry and commerce:

plant mechanic, bookseller, chemical laboratory technician, animal keeper, businesswoman and businessman.

 You can find all professions at IHK-Schwaben [here](#)

IHK - Industrie- und Handelskammer Schwaben

Sarah Winter | Anerkennungsberatung / IHK FOSA

 [Stettenstraße 1 +3, 86150 Augsburg](#)

 [@sarah.winter@schwaben.ihk.de](mailto:sarah.winter@schwaben.ihk.de)

 [+49 \(0\) 8213162261](tel:+49(0)8213162261)

 You can find more information [here](#)

General counselling for all professions


There are also counselling centres where all occupational groups can register. These advice centres are not sector-specific. This means that anyone who brings certificates from abroad can contact these centres.

Tür an Tür Integrationsprojekte gGmbH

IQ Anerkennungs- und Qualifizierungsberatung Augsburg

 [Wertachstraße 29, 86153 Augsburg](#)


 [@anerkennungsberatung@tuerantuer.de](mailto:anerkennungsberatung@tuerantuer.de)

 [+498214551090](tel:+498214551090)

 <https://www.migranet.org/angebote/ratsuchende/ane...>

Stadt Augsburg


Goran Ekmešić | Bildungsberatung der Stadt Augsburg

 [Grottenau 1, 86150 Augsburg](#)

 [@bildungsberatung@augsburg.de](mailto:bildungsberatung@augsburg.de)

 [+49 \(0\) 8213246997](tel:+49(0)8213246997)


 <https://www.augsburg.de/bildung-wirtschaft/bildun...>

 You can also ask at **educational institutions** (e.g. language schools) and **migration counselling centres**. **Employment agencies** and **job centres** are also good places to go. The counsellors there can often give you initial information on recognition. They will help you to find a suitable advice centre.

Keywords: certificate recognition, equivalence, professional recognition, profession recognition, certificate evaluation, certificate recognition office, recognise certificates, recognition office, recognition advice, recognition advice centre, foreign certificates, foreign qualifications, equivalence test, adaptation measure, partial recognition, degree conversion, compensation measures, recognition procedure, licence to practise, professional permit

Notification received - What to do?

You have submitted an application for certificate recognition. The competent authority has sent you a notification. It is very important that you understand all the information in this notification correctly. A notification looks different for each occupational group.

 **Important!** Every notification is different. You will only find general information here.

What does the notice say?

- The decision states whether your qualifications are recognised or not.
- It also states which requirements you still have to fulfil (e.g. specialist language test, further training).
- Is your qualification not recognised? Then you will find information on whether and how you can compensate for the differences.

 **Take your decision to a counselling centre.**

The counsellors have a lot of experience. They will help you to understand the decision correctly. Have you not yet received recognition? The counsellors will help you to find the right measure.

 You can find counselling centres [here](#)

How can I compensate for differences in training?

There are many ways to compensate for differences in training. These are "adaptation measures". The measures are different for each occupational group. Go to an advice centre. Discuss all possible measures there. The counsellors will help you to find the right measure.


Adaptation measures include

- Qualification
- examination
- Work experience

Do you need a qualification for your recognition?

Then contact the qualification counselling service. There are many different qualifications. There are preparatory courses for examinations. The counsellors will help you to find a suitable qualification. They will also talk to you about the costs.

Qualifizierungsbegleitung

 [Wertachstraße 29, 86153 Augsburg](#)


 [@qualifizierungsbegleitung@tuerantuer.de](mailto:qualifizierungsbegleitung@tuerantuer.de)

 [+49 \(0\) 8219079914](tel:+49(0)8219079914)


 <https://www.migranet.org>

 You can find more information [here](#)

Goran Ekmešćić | Bildungsberatung

 [Grottenau 1, 86150 Augsburg](#)

 [@bildungsberatung@augzburg.de](mailto:bildungsberatung@augzburg.de)

 [+49 \(0\) 8213246997](tel:+49(0)8213246997)

The office is located on the ground floor, room 046.

 You can find more information [here](#)

Keywords: qualification, full recognition, partial recognition, equivalence, adaptation qualification, positive decision, negative decision, reference occupation, result, procedure, significant differences, equalisation of differences, certificate assessment.

"Partially equivalent" - and now? With qualification support for full recognition

Do you have a foreign vocational qualification?

Does your letter of recognition say "partially equivalent"? Then there's just one step left to full recognition: a suitable qualification.

How to achieve full recognition

You have learnt a profession abroad. The recognition body says: Your training is only partially equivalent. This means that you are missing content or experience that is important in Germany.

You can compensate for these differences with a suitable qualification - and receive full recognition.

What does "partially equivalent" mean?

You already have a lot of important knowledge. But you are missing individual topics or practical experience. That's why the recognition centre recommends a qualification, for example

- an adaptation period
- a knowledge test or aptitude test
- a qualification in the company with or without courses

We accompany you on your way - free of charge and personally

1. We will look at your recognition notice together.
2. We will explain to you what is missing - and what qualification you need.
3. We will find the right programmes for you.
4. We look for courses or training programmes that suit your profession and your everyday life.
5. We will also support you during your qualification.
6. Do you have any questions or need support? We are here for you.
7. We can advise you on funding.

There are many options - we at [Qualification Support](#) will show you which ones.

Why it's worth it

With a suitable qualification, you have better chances on the labour market. Many participants achieve this:

- full recognition,
- start a career in Germany or
- a job in the profession they have learnt.

Take your chance now!

- Do you already have a "partially equivalent" certificate?
- Do you want to work in your profession in Germany?
- Do you want support that suits you?

Then [get in touch with the](#) MigraNet plus [qualification counselling service!](#)

We look forward to hearing from you!


Contact us:

Qualification counselling Augsburg
for Upper Bavaria, Upper Palatinate and Swabia

Qualifizierungsbegleitung | Tür an Tür - Integrationsprojekte gGmbH


-  [Wertachstraße 29, 86153 Augsburg](#)

- @qualifizierungsbegleitung@tuerantuer.de
- [+49 8219079914](tel:+498219079914)
- <https://www.migranet.org>

 Tuesday 9:00 am - 11:00 am and Thursday 2:00 pm - 4:00 pm

Information for refugees: When am I allowed to work?

As long as you live in the AnKER centre, you are not allowed to work at all for 6 months.

 As a rule, you can live in the AnKER centre for a maximum of 18 months. An extension of up to 24 months is possible. Families with children may live in the AnKER centre for a maximum of 6 months.

After 6 months, you are usually entitled to a work permit. The foreigners authority decides whether you are allowed to work. You must therefore submit an application for a work permit to the foreigners authority. There are certain rules that you must observe.

What applies to asylum seekers with proof of arrival or permission to stay in AnKER?

- You are not allowed to work for 6 months (work ban).
- After 6 months, you are entitled to a work permit if you fulfil the following criteria:
 - You do not come from [safe countries of origin](#) (except if asylum application until 31/08/2015 (for Georgia and Republic of Moldova asylum application until 30/08/2023)).
 - Your asylum application has not been rejected by the BAMF as manifestly unfounded.
- The priority check does not apply. The Federal Employment Agency checks the working conditions during the first four years of residence.

What applies to asylum seekers with proof of arrival or permission to stay outside AnKER?

- You are not allowed to work for 3 months (work ban).
- After 3 months, the foreigners authority will decide whether you can obtain a work permit. Exception: work ban if you come from a [safe country of origin](#) and have applied for asylum after 31 August 2015 (after 30 August 2023 for Georgia and the Republic of Moldova).
- After 6 months, you are entitled to a work permit if you fulfil the following criteria
 - You do not come from [safe countries of origin](#) (except if asylum application until 31/08/2015 (for Georgia and Republic of Moldova asylum application until 30/08/2023)).
 - Your asylum application has not been rejected by the BAMF as manifestly unfounded.
- The priority check does not apply. The Federal Employment Agency checks the working conditions during the first four years of residence.

What applies to tolerated persons in AnKER?

- After 6 months of toleration, the foreigners authority "should" issue a work permit. Exception: work ban if you come from [safe countries of origin](#) and have applied for asylum after 31 August 2015 (for Georgia and the Republic of Moldova after 30 August 2023). There is one exception: In the case of specific measures to end your stay, the immigration authority "may" issue a work permit.
- Persons with a tolerated stay due to unclear identity (Section 60b AufenthG) are always prohibited from working
- The priority check does not apply. The Federal Employment Agency checks the working conditions during the first four years of residence.

What applies to tolerated persons outside AnKER?

- You are not allowed to work for 3 months (work ban).
- After 3 months, the foreigners authority "should" issue a work permit. Exception: work ban if you come from a [safe country of origin](#) and have applied for asylum after 31 August 2015 (for Georgia and the Republic of Moldova after 30 August 2023). There is one exception: In the case of specific measures to end your stay, the immigration authority "may" issue a work permit.
- Persons with a tolerated stay due to unclear identity (§ 60b AufenthG) are always prohibited from working.
- The priority check does not apply. The Federal Employment Agency checks the working conditions during the first four years of residence.

What applies to refugees with a residence permit?

- If you have a residence permit, you have full access to the labour market. You therefore have no restrictions. Exceptions: If you have a residence permit in accordance with § 23 Para. 1 or § 25 Para. 4 Sentence 1, you need permission from the immigration authority

Do you have any questions?

The counsellors from the ["WIR" project BAVF Plus](#) will be happy to help you. Contact one of these institutions:

Tür an Tür - Integrationsprojekte gGmbH

- You will receive counselling on the subject of work, training and internships,
- The counsellors will help you with applications and finding a job.
- The staff organise training courses and information events for refugees


Thomas Wilhelm | WIR - BAVF Plus

[@thomas.wilhelm@tuerantuer.de](mailto:thomas.wilhelm@tuerantuer.de)

[+49 \(0\) 82190799744](tel:+49082190799744)

Perrine Dilling | WIR - BAVF Plus

[@perrine.dilling@tuerantuer.de](mailto:perrine.dilling@tuerantuer.de)

 [+49 \(0\) 82190799740](tel:+49(0)82190799740)

Robert Ostry | WIR - BAVF Plus

@robert.ostry@tuerantuer.de

 [+49 \(0\) 82190799762](tel:+49(0)82190799762)

Simon Pfanzelter | WIR - BAVF Plus

@simon.pfanzelter@tuerantuer.de

 [+49 \(0\) 82190799743](tel:+49(0)82190799743)

@Functional mailbox BAVF Plus: bleiberecht@tuerantuer.de

Volkshochschule Augsburg - Augsburger Akademie e.V.

- Here you can get advice on the topics of work, training and internships,
- The counsellor will help you with applications and finding a job.
- You will receive information on qualifications.
- You will receive information on where you can learn German for your job.

Elena Mañez y Moya | WIR - Netzwerk BAVF Plus

@manez-moya@vhs-augsburg.de


 [+49 \(0\) 17656748425](tel:+49(0)17656748425)


Agentur für Arbeit Augsburg

- You will receive counselling on the subject of work, training and internships,
- The counsellor will discuss your career options with you.
- They will help you to find a job.
- They will talk to you about support options and job-related measures in accordance with SGB III.
- They can refer you to integration courses and job-related German courses.

Levente Kolumban | WIR - BAVF Plus

@levente-lehel.kolumban@arbeitsagentur.de

 [+498213151342](tel:+498213151342)

 Further information on the "WIR" project BAVF Plus can be found [here](#)

Keywords: work permit, training and job placement, work and refugees, work and asylum seekers

Further support projects

By women for women: Take Off! Shaping career prospects with & for migrant women

Would you like to develop personally or professionally?

The project [Take Off! Shaping career prospects with & for migrant women](#) supports women with their own migration experience. Here you can (re)discover your skills. You can develop yourself further: linguistically, professionally and personally. You will find a way to combine family and job. You will receive confidential counselling and professional support.

 The programme is free of charge.

What can you expect from the Take Off! project?

Counselling and support

Our staff will advise you on the following topics:

- Training and further education
- Job search and applications
- Internships and starting a career
- Education and childcare

Individual and group coaching sessions

- You can uncover your competences.
- You can work out your personal goals.
- You will receive job application coaching.

Training courses and workshops

- You can improve your German language skills.
- You can get to know and use computers.
- You will learn to better understand Germany and the labour market.

 You can find current dates [here](#)

Network and exchange




- You can network with other women.
- You can discuss everyday issues.


Opening hours of the advice centre

Personal counselling (without appointment)
Thursday 10:00 to 12:00 and 14:00 to 16:00

 Would you like to come at a different time? Then make an appointment.

Contact us

 [Wertachstraße 29, 86153 Augsburg](#)
 [015780595572](tel:015780595572)
 @takeoff@tuerantuer.de

 You can find more information about the project [here](#). Get involved!

You can also find all the latest information about the offers on [Instagram](#), [Facebook](#) and [Whatsapp](#). Follow us!

Keywords: counselling, women, looking for work, childcare, practise German



Das Projekt „Take Off! Mit & für Migrantinnen berufliche Perspektiven gestalten“ wird im Rahmen des Programms „MyTurn - Frauen mit Migrationserfahrung starten durch“ durch das Bundesministerium für Arbeit und Soziales und die Europäische Union über den Europäischen Sozialfonds Plus (ESF Plus) gefördert.

Gefördert durch:



Coaching To Work - Your way into work or training

Do you want to work or do an apprenticeship in Germany?

Do you need support?

Then [Coaching To Work](#) is just right for you.

 We will help you - free of charge, individually and personally.

What is Coaching To Work?

Coaching To Work is a programme for people with migration or refugee experience. We support you with all questions relating to work, training and further education.

Our aim is to help you find the right path for your professional future - step by step.

How do we support you?

- We talk to you about your career goals.
- We clarify your strengths and interests.
- We help you if you are looking for work, training or further education.
- We support you with job applications.
- We practise job interviews with you.
- We inform you about qualifications and language courses.
- Together we will make a plan that suits you.

Who can take part?

You can take part,

- If you have a history of migration or flight
- If you are looking for work.
- If you want to change your career.
- If you are motivated to break new ground.

Why it's worth it

Coaching To Work gives you:

- Clarity about your career options,
- support along the way,
- more opportunities on the labour market,
- Help with getting into work or training.

💡 Many participants have found a job or training programme as a result of the coaching.

Now is your chance!

Do you want to start your career?

Then come to Coaching To Work - we will support you.

Get in touch with us - we look forward to hearing from you!

Contact us:


Tür an Tür - Integrationsprojekte gGmbH

Mohamad Alnassar-Almasri | Coaching to Work

📍 [Wertachstraße 29, 86153 Augsburg](#)

📧 @coaching@tuerantuer.de

Would you like to make an appointment with us directly? Great! You can do that [here](#)

 You can find more information about the project [here](#)

Companies introduce themselves

There are many companies in Augsburg. You can work there or do an apprenticeship. This page introduces companies that are looking for new employees. They show which professions you can learn or practise there. You will not receive any job offers here. But you can get to know the companies.


Bayerische Regiobahn (BRB)

Join us - find your dream job on the railway!

The Bayerische Regiobahn runs trains in Bavaria. There are also BRB trains in Augsburg. The BRB takes people safely to work, school or home.

We are part of the international Transdev Group and stand for diversity, tolerance and openness. Our employees and passengers come from many different countries. This colourful mix makes us proud - and we work every day to ensure that everyone feels welcome here


We are looking for support in various areas such as the driving area, the workshop or administration.

 To apply, please only use our [job portal](#)

Jobs at Bayerische Regiobahn (BRB)


There are many exciting jobs with us. For example:

- Engine driver: You drive the train. You take passengers safely to their destination. You check the train before the journey. You work in shifts - even at weekends.
- Customer advisor: You help passengers on the train. You provide information. They check tickets.
- Electronics technician: You repair trains. They work in the workshop.
- Dispatcher: You plan which train runs when. You talk to train drivers and the workshop.

 You can find all the information about careers and opportunities on [our website](#)

How do I get in?

There are many ways to join us. The important thing is that you should speak German.

 **German language:** You need B2 level for jobs at the railway, as you will be speaking to passengers or taking on responsibility.

Training

We offer apprenticeships in various professions, for example as:

- Electronics technician for industrial engineering
- Industrial mechanic
- Mechatronics technician
- Train driver

Lateral entry

Lateral entry means: you have learnt another profession but would like to do something new. We can help you get started.

- You don't need any training in the railway sector.
- We offer training courses. For example:
 - 11 months training to become a train driver
 - 8 weeks training for customer service on the train

Specialist

Are you a trained specialist looking for a new area of work? Then join us! We look forward to welcoming competent colleagues in these areas:

- Driving personnel
- Operations
- Administration

Internships and jobs for students

We also offer internships and jobs for students. So you can gain your first experience.

 You can find more information on [our website](#)

Follow us on

- Instagram - steigbeiunsein
- Facebook - bockauflok
- YouTube - Transdev GmbH
- Pinterest - BayerischeRegiobahn

Living

Finding your own flat is a big and difficult task. It is difficult for everyone to find cheap housing in Augsburg. It can take some time until you find your own flat.

You can also find a lot of information and help at the [Augsburg Housing Project](#)


Search for a flat

Start looking for a flat

Finding your own flat in Augsburg is currently very difficult for everyone, including new immigrants. It sometimes takes several months to find a suitable flat.

Before you start looking for a flat, think about it:

- What exactly are you looking for (own flat, room in a shared flat)?
- How high can the rent be (upper rent limits, see also Rent/tenancy agreement)?
- What requirements does the flat have to fulfil (size, location, disabled access, etc.)?

 You can find a TODO list for finding accommodation [here](#)

Understanding a flat advert

Landlords often use abbreviations when advertising flats. Here you will find a list of all the important [abbreviations](#). This will help you understand the adverts better.

Do you need help?

Then contact the following organisations:

 [Wohnbüro](#)

 [Wohnprojekt Augsburg](#)


Keywords: flat search, room search, flat adverts, find a flat, flat search, flat advice

Search via newspaper

Where can you find flats?

- Many landlords advertise their flats in the daily newspapers

Augsburger Allgemeine (AZ)

 You can find the newspaper [here](#)

 You can find property adverts every Wednesday and Saturday [here](#)

Augsburger Stadtzeitung and das Augsburg Extra

- Property adverts appear free of charge every Wednesday

Keywords: flat adverts, flat advertisements, flat rental, rental offers, search for a flat, find a flat

Search on the Internet

Where can you find flats?

Most rental offers can be found on the Internet. There are many websites where you can search for flats.

Here you will find a few examples of housing exchanges:

 [Immobilienscout 24](#)

 [Wohnungsbörse](#)

 [Immowelt](#)

 [Immonet](#)

 [Ebay-Kleinanzeigen](#)

Keywords: property exchange, online portals, apartment adverts, flat advertisements, flat rentals, rental offers

Search on Facebook

Where can I find flats?

There are also groups and pages on Facebook where flats are offered, for example:

- WG & Wohnung Augsburg gesucht
- Wohnungen von Privat für Privat in Augsburg
- Wohnung mieten in Augsburg
- Wohnung Augsburg mieten – Wohnungsmarkt
- Nachmieter Augsburg – Mietwohnung & Wohnungssuche

To find other groups or pages, you can enter the following terms in the search field: **Wohnung Augsburg, Flat Augsburg, Mietwohnung Augsburg, Zimmer frei Augsburg, Mieten Augsburg**

Keywords: search for flat, find flat

Registration with housing associations

What are housing associations?

- Housing associations and housing co-operatives offer flats.
- These flats are sometimes slightly cheaper than other flats.

There are several such organisations in Augsburg. It is worth contacting them. You can fill out online forms with many of them.

 You can find a list of possible providers and their contact details [here](#)

 Register with the organisations. They often have waiting lists.

Keywords: Wohnungsbaugesellschaft, Siedlungsbaugenossenschaft, flat search, flat find, rental flat

Sozialwohnungen/Wohnberechtigungsschein (WBS)

What is social housing?

- Social housing is housing for people with little money. Many people would like to move into these flats. That is why there are special regulations.
- It sometimes takes several years before you get a council flat.

 **Important:** Only complete the application form for social housing in full.

I would like social housing. What do I have to do?


- You apply for the pre-registration certificate at the Housing and Foundation Office.
- The office will check whether you are entitled to social housing.
- The office will determine your personal urgency level.


You will receive a certain number of points depending on your social urgency. You can find this on Wohnberechtigungsschein, which will be sent to you by post.


 You can find more information [here](#)

Where can I get a Vormerkschein or a WBS?

Contact us

Stadt Augsburg
Wohnungs- und Stiftungsamt
 [Mittlerer Lech 5, 86150 Augsburg](#)

 You can download the form for WBS/Vormerkschein [here](#)


 You can find more information on social housing [here](#)

Keywords: social housing, Vormerkschein, Wohnberechtigungsschein (WBS), affordable housing

WG (shared flat)

What are shared flats (Wohngemeinschaften)?

- Shared flats are a special form of cohabitation.
- Especially if you are looking for a flat on your own, a shared flat can be a good alternative to your own flat.
- Living in a shared flat means that you share a flat with other (often young) people. Everyone has their own room. You only share the communal areas such as the bathroom, kitchen or living room.
- You can find available rooms in shared flats on Facebook pages or groups, for example. You can find an example here: "[WG & Wohnung Augsburg gesucht](#)".

 A good overview of the individual and special features as well as illustrative videos from a shared flat can be found [here](#)

Keywords: Shared flat, Wohngemeinschaft, Living together

Flat viewing

What do I need for a flat viewing?

There are currently very few flats available in Augsburg. Many people are applying for these flats at the same time. You should therefore obtain all the important documents in good time. This includes SCHUFA information or tenant self-disclosure. If you have these documents with you, this can increase your chances of getting a flat.

💡 Create an "application folder" with all the documents. This way you have everything in one place.

The application folder should contain the following documents:

- Cover letter (who am I/we are, what do I do for a living, how old are my children, why would I like to rent the flat)
- Tenant self-disclosure
- Copy of identity card or residence permit (note: copy front and back)
- Copy of the notice from the job centre or social welfare office if you are not working
- Proof of salary for the last three months if you are working
- Copy of the Schufa credit report
- Copy of no rent arrears
- Proof of liability insurance

[Here](#) you will find templates and important links for your application portfolio.

Keywords: Rental documents

Renting a flat

Rental agreement

If you are renting a flat, remember the following points:

- You must read the tenancy agreement carefully. If you don't understand everything, ask a friend, counsellor, advisor or helper.
- The tenancy agreement is very important. Once it has been signed, it cannot be cancelled so quickly!
- Check whether there are any damages in the flat. If so, they should be mentioned in the contract.
- Make a note of the meter readings (electricity, water and possibly gas).
- The number of keys should also be noted in the contract.
- If you agree with what is in the tenancy agreement, then sign it.

- If you receive money from the job centre or social welfare office, you must send the tenancy agreement to them for confirmation BEFORE you sign it.

Keywords: signing a tenancy agreement, renting a flat

Rent

What is the rent?


- The amount of rent is agreed in the tenancy agreement. When you sign the contract, you agree to pay the rent.
- The rent is made up of basic rent (basic amount), ancillary costs (rubbish collection, operating costs) and heating costs.
- The rental agreement stipulates when the rent is to be paid. If the rent is repeatedly paid late, this can lead to cancellation of the tenancy agreement.

Keywords: rent, rent payment, cold rent, ancillary costs, heating costs, tenancy agreement

Security deposit

What is a security deposit?

The security deposit is a guarantee for the landlord. The maximum amount for the deposit is 3 basic rents. If you move out of the flat, you will get the money back.

 **Important:** You must not leave any damage behind when you move out of the flat. Otherwise the cost of the damage will be deducted from the deposit and you will not get this money back.

The job centre can grant the deposit on a loan basis upon application. This is usually unproblematic and will be granted if the accommodation costs are reasonable. The deposit is usually paid directly to the landlord by the job centre. The repayment of the loan to the job centre is automatically deducted from the monthly standard benefits (normally a maximum of 10%) and retained.

Keywords: deposit, support, deposit amount

Initial equipment

What is a Erstaustattung?

If you receive benefits from the job centre, you have the option of applying for a Erstaustattung for furniture and furnishings. You will be paid a lump sum according to the number of people, the size of the flat and the equipment required. The Erstaustattung includes furniture, curtains, mattresses, cooking utensils, crockery and, if not available in the flat, a cooker, sink, fridge and washing machine.

💡 **Important: Make sure you submit the application before purchasing the furniture.**

🌐 A list with an overview of where you can buy cheap and second-hand furniture can be found [here](#).

Caution: It may take some time before the money is paid out! The job centre also has the right (and uses this right) to inspect the flat in order to check the amount of Erstaussstattung. Representatives of the Jobcentre will visit your home for this purpose. If it is established that, for example, furniture is already present that is not demonstrably (in writing!) borrowed (e.g. emergency sleeping bed from SKM), you have no further claim to Erstaussstattung for these items.

💡 **Information for refugees:** If you move out of accommodation, you are not allowed to take the furniture from the accommodation with you. You therefore need new furniture. You can submit an application to Erstaussstattung at the job centre.

Keywords: Erstaussstattung Flat, furniture, crockery, fridge, washing machine, support, initial equipment,

In Your Own Home

You have got somewhere to live: What do I have to do?

Having somewhere to live also means taking responsibility for it. Below are a few key things that you have to pay attention to.

You need to read the rental contract carefully. If you do not understand everything, ask a friend/acquaintance to help you. The rental contract is very important, once signed, it can not be cancelled so easily!

Once you have understood and agreed with everything in the rental contract, then you can sign it.

When you have moved into your new home, you should remember:


- You must write your name on the mailbox and doorbell/buzzer of your home so that you can receive your mail.
- Register your address at the Residents' Office (There's a link to the forms [here](#))
- Report the new address to your employer, your bank and health insurer, etc.

First steps

Have you moved into a new flat?


Then remember the following:

- Write your name on the doorbell and on the letterbox. This will enable you to receive mail.
- Register your place of residence at the Citizens' Office
🌐 You can find the link to the form [here](#)
- Notify your new address to your employer, bank and health insurance company, etc.

- Register electricity and possibly gas
- Register with GEZ
-  You can find the link to the form [here](#)

Having your own home also means that you take responsibility for it.

What exactly does that mean?

- Read the [house](#) rules.
The house rules say when the quiet and closing times are. There are also rules on smoking and the use of the courtyard.
- Separate your [rubbish](#).
 You can find information on waste separation [here](#)
- [Ventilate your flat](#) regularly.
This will prevent mould from forming.
- Do not place any objects (shoes, cupboards) in the stairwell.
The stairwell is part of the escape route. In an emergency, escape routes must be clear!

Keywords: Register residence, Address, Have a flat, Register address, Residential rules


House rules

Many or more people living together in one house requires consideration and tolerance. It is important that everyone is considerate. The landlord/landlady may lay down certain rules for tenants living together in a block of flats. These rules are then set out in the house rules.

What are the house rules?

The most important contents are

- When are quiet hours. When you are not allowed to make noise.
- Information on waste separation and waste disposal.
- How you can use communal areas (e.g. stairwell, garden...)
- What you need to bear in mind when ventilating.

 You can find detailed house rules in various languages [here](#)

Keywords: House rules

Electricity

What do you need to pay attention to with electricity?

- Everyone has to pay their own electricity costs. This also applies to job centre customers.

- Landlords normally register tenants with the electricity provider automatically. This is usually the municipal utility company.
- However, you are free to choose your electricity provider. You must cancel your electricity contract and change your electricity provider. The cancellation period is usually two weeks.

 You can find an overview of providers and price comparisons [here](#)


Do you have questions about energy?


Where can I find cheap electricity providers? What can I do to save energy?
There are a few advice centres in Augsburg that can answer your questions.


Counselling services in Augsburg

Umweltamt der Stadt Augsburg

- You can find free and independent energy advice here.
- Make an appointment:

 [08213247322](tel:08213247322)

 or via the form [here](#)

 You can find more information on energy advice [here](#)

Verbraucherzentrale

- Here you will find free and independent energy advice.

 You can find more information [here](#)

Stromsparcheck—SKM Augsburg

- You can get free advice here.
- SKM offers free energy-saving articles for low-income households.

 You can find more information [here](#)

Keywords: electricity provider, electricity costs, change provider, energy consumer portal, energy saving check

Ventilation/waste separation

What is rubbish disposal?


- You have to put your rubbish in the right bin.
- There are different bins for plastic, paper and cardboard, for fruit and vegetable waste (organic waste) and for other waste.
- Please keep to the [waste separation](#) rules. If you do not separate waste, you may get into trouble and have to pay a fine, for example.

Waste separation is important. Many things can be reused. New bottles can be made from old glass. New things can also be made from metal and plastic. This is an important part of environmental protection.

 **Note that every city has a different system or different colours for the bins!**

There is rubbish that you are not allowed to throw in a bin or it is too big. There are the following options for disposing of this waste:

- Items that are too large for bins should be disposed of as bulky waste. This includes, for example, furniture, mattresses and electrical appliances.
- There is waste that poses a risk to health or the environment. They belong in hazardous waste. This includes paints, used oil, printer cartridges and batteries.
- Recyclable materials such as scrap metal, wood waste etc. belong in the [recycling collection centres](#).

 You can find more information on waste disposal [here](#)

Ventilation and correct heating

Make sure that you air your home regularly (open the window fully for 5 minutes at least 3 times a day) and heat it properly. This will prevent mould from forming. Mould in the home is dangerous to your health. That's why ventilation is very important.


 You can find more information and helpful tips [here](#)

Keywords: waste disposal, waste separation, bulky waste, hazardous waste, recyclables, ventilation, heating

Internet/TV

Internet

- Everyone must bear the costs for the Internet themselves. These costs are not covered by the job centre.
- You can choose your own internet provider.
- It is important to note that the minimum contract term is usually 24 months. Cancellation is only possible in special cases.


 You can find more information about the Internet and WiFi [here](#)

Television

Rundfunkbeitrag Every household in Germany has to pay the television licence fee (GEZ). Some can be exempt from Rundfunkbeitragspflicht.

Exemption from Rundfunkbeitragspflicht

If you receive benefits from the job centre, you are exempt from Rundfunkbeiträgen. You must submit an application for this. The printout from the job centre, which is enclosed with every grant notification, serves as proof. The exemption is only valid for the duration of the authorisation and must be repeated with each new authorisation.

 More information on Rundfunkbeitrag (also in other languages) can be found [here](#)

Note for asylum seekers

You have no legal entitlement to television (TV) in your asylum accommodation. This means that there does not have to be a TV in your accommodation. If you do have TV in your accommodation, you may be sent a bill via Rundfunkbeitrag (GEZ). Do not pay the bill, but show it to your accommodation manager.

Keywords: Rundfunkbeitrag, GEZ, Exemption from the Rundfunkbeitrag

Advice and support

Augsburg housing project

Do you need further help or support?

There are counselling centres in Augsburg that can help you. The "Wohnprojekt Augsburg" has many [offers](#).

Who can contact the housing project?

- Refugees who are still living in accommodation
- Refugees who are already living privately (only for Mietkurse)

What can you expect from the project?

- Advice on finding accommodation
- Support in filling out forms
- Support in communicating with the landlord
- Support in communicating with the authorities
- Courses and workshops
- Referral to further offers

The counsellors can answer the following questions:

- How can I find a flat?
- How much can the flat cost?
- What do I have to do once I have found a flat?


Offers in the housing project

Mietkurse

Finding accommodation is a difficult topic. Especially people who have recently arrived in Germany, have little money and do not yet speak German well have problems finding accommodation. The housing project regularly offers Mietkurse. The courses provide important information on finding accommodation and answer questions:


- How do I find a flat?
- What are rent caps?
- What rights do I have as a tenant?

The course is aimed at refugees who are looking for accommodation. The course is held in simple German. Further information can be found [here](#).

 You can find current dates [here](#)

Wohnberatung

Diakonie employees advise and support refugees who are still living in accommodation in their search for accommodation.

- The housing advice takes place in the Centre for Intercultural Counselling (ZiB.).
 [Wertachstr.29, 86153 Augsburg](#) To make an appointment, please send an email to info@wohnprojekt-augsburg.de
- Telephone consultation hours: Every Monday from 9 am to 12 pm. Here we provide information on finding accommodation and answer your questions. Telephone number: 0821 45 54 27 207.

 Housing counselling is free of charge.


Contact

Wohnprojekt Augsburg

Tür an Tür-Integrationsprojekte gGmbH and Diakonisches Werk Augsburg e.V.

 [Wertachstr.29, 86153 Augsburg](#)

 [@info@wohnprojekt-augsburg.de](mailto:info@wohnprojekt-augsburg.de)

 You can find more information about the project [here](#)

Keywords: Help with finding accommodation, Housing search advice, Rights and obligations as a tenant, Housing advice, Tenancy courses, Workshop, Training

Wohnbüro der Stadt Augsburg

The Wohnbüro is a contact point for people in Augsburg who find themselves in a difficult housing situation.

Who can contact the housing office?

People who find it very difficult to find a flat, for example

- People who have very little income
- Single parents
- Senior citizens with a low pension

Contact us

Frau Fusco | Wohnbüro - Stadt Augsburg

 [Mittlerer Lech 5, 86150 Augsburg](#)

 [@wohnbuero@augzburg.de](mailto:wohnbuero@augzburg.de)

 [+49 \(0\) 82132434638](tel:+49(0)82132434638)

Keywords: Help with finding accommodation, advice on finding accommodation, housing advice, housing, finding accommodation,

ABIA 3.0 - Counselling for homeless people under 29

Are you homeless? Do you have to leave your home and have no new accommodation? There is a counselling centre that can help you: The project "ABIA 3.0 - Counselling services for homeless people under 29".

Who can take part?


- People who are homeless.
- People who have to leave their home and have no new accommodation.
- These people must fulfil the following requirements:
 - They are younger than 29.
 - You have a residence permit or settlement permit or another permanent residence permit.

What can you expect from the project?

You will receive counselling and support on the following topics:

- Offers of help in Augsburg
- Food supply
- Medical care
- job centre
- Electricity and water
- Self-organisation with the aim of finding a flat

- day centre
- Group meetings

 Open consultation hours
Monday, Tuesday and Friday: 9:00 - 13:00

Contact us

SKM Augsburg - Kath. Verband für soziale Dienste e.V.

Tamara Weihmayr | ABIA 3.0

 [Klinkertorstraße 12, 86152 Augsburg](#)


 [@ehap@skm-augsburg.de](mailto:ehap@skm-augsburg.de)

 [+49 \(0\) 15224316228](tel:+49(0)15224316228)

 You can find further information [here](#)

Law Clinic Augsburg

At the Law Clinic Augsburg, law students provide advice on legal issues. This advice is aimed at people in need. People in need are those who receive, for example, citizen's allowance, housing benefit or BaföG.

 Please bring proof of need.

Who can contact the Law Clinic?

- New immigrants, including refugees
- All people in need

What topics does the Law Clinic advise on?


- Tenancy law

Would you like to book an appointment? Please use the [online page](#)

Where does the counselling take place?

Consultation hours in the rooms of the Faculty of Law of the University of Augsburg

 [Universitätsstr. 24, 86159 Augsburg](#) (Building H, Room 2010)

 A map of the University of Augsburg (Law Clinic is marked with a red dot) can be found [here](#)

Contact us at

 [@mietrecht@lawclinic-augsburg.de](mailto:mietrecht@lawclinic-augsburg.de)

🔗 Further information can be found [here](#)

Keywords: tenancy law, counselling

Financial support

Benefits from the job centre

Do you receive benefits from the job centre? Then the job centre will also pay the rent. But only if you are in need of assistance and the rent is reasonable (not too high). Each job centre sets its own upper rent limit. This means that a flat may not cost more than the upper limit.

🔗 Information on the upper rent limit for the city of Augsburg from 01.2023 can be found [here](#)

Cost absorption by the job centre - What do you need to consider?

- Have you found a flat? Is the rent paid by the job centre? Then you must **NOT** sign the rental agreement straight away.

The Jobcentre must check and approve the appropriateness of the accommodation costs before you sign the contract. There are several ways to do this:

- o By post: Drop the required documents (rental offer/tenancy agreement and the completed Jobcentre template) in the Jobcentre's letterbox. You will receive the decision by post within a few days.

- o Via Jobcenter Digital: Upload the required documents (rental offer/tenancy agreement and the completed Jobcentre template) to your Jobcenter Digital account and send them off. The decision will be available in your Jobcenter Digital account within a few days.

- o In the emergency consultation hours: Bring the required documents (rental offer/tenancy agreement and the completed Jobcentre template) to the emergency consultation hours and have them checked on site. You will only be admitted if the start of the tenancy is at short notice. You will receive the written decision immediately.

💡 **Important:** You may only sign the tenancy agreement AFTER the Job Centre has given you confirmation.

The following points must be included in the tenancy agreement/tenancy offer

- Name and address of the landlord
- Address of the rental property
- Living space in m²
- Number of rooms
- Amount of the net rent
- Amount of operating costs
- Amount of heating costs

- Total rent
- Amount of the deposit

Keywords: assumption of costs, accommodation costs

Housing Benefit Plus

What is Wohngeld-Plus?

Housing is often expensive. Especially for people with little money. The state supports these people with housing benefit. There has been a new law since 1 January 2023. It is called Wohngeld-Plus. The income limits will be increased. This means that more people in Germany will receive housing benefit. The state will also cover the costs of certain accommodation in Augsburg.

Your Wohngeld application has been approved for 2023? Then you do not need to submit a new application. The housing benefit will be granted without further ado. You will receive a new Bewilligungsbescheid. This is a letter with all the information. The letter will state the changed amount of housing benefit.

Who receives housing benefit?

- People who earn a low wage
- People who receive basic income support and citizen's allowance
- Tenants
- Residents who own their own home
- Residents with an owner-occupied flat
- Households with a low income and high housing costs

If you do not yet receive housing benefit, there is a counselling service. If you call them, we will tell you whether it makes sense to apply.

- Family name A to El: ☎ [+49 \(0\) 8213249585](tel:+49(0)8213249585)
- Family name Em to Kot: ☎ [+49 \(0\) 8213249647](tel:+49(0)8213249647)
- Family name Kou to R: ☎ [+49 \(0\) 8213249648](tel:+49(0)8213249648)
- Family name S to Z: ☎ [+49 \(0\) 8213249649](tel:+49(0)8213249649)

We need information for the telephone counselling:

- How much does your rent cost per month?
- How much do the utilities cost?
- How much money do all household members earn gross?

🌐 You can find more information and the documents to print out [here](#)

School, Studies and Education

General information

Secondary school (from year 4)

Secondary school - what is it?

After Year 4, children in Augsburg move to a new school. This is called a secondary school. There are four options:

- Secondary school
- Realschule
- grammar school
- Business school


Which school is right for my child?

The new school should be a good fit for your child.

- Grades in German, maths and home and subject lessons are important.
- Your child's strengths and interests also play a major role.

There are fixed school districts for secondary schools. This means that your child attends the school that is responsible for your place of residence.

For the Realschule, the Gymnasium and the Wirtschaftsschule, you are free to choose the school.

 You can find more information on the school districts on the [website of the City of Augsburg](#)

Also important when making a decision

When choosing the right school for your child, grades are not the only important factor. Other factors also play a major role. This information will help you to make a good decision.

- What subjects does the school offer?
Some schools have special programmes, e.g. languages, music or science.
- Is there childcare in the afternoon?
Some schools are all-day schools. Your child will stay there longer and be well looked after.

Good to know:

- Your child can change schools later and gain other qualifications.
- All secondary schools offer an intermediate school leaving certificate.
- There are many opportunities for training, careers and further education.

Public schools

Public schools often have their own rules for admission. Sometimes you have to pay school fees. Information is available on the school websites or directly from the school management.

💡 The City of Augsburg is NOT responsible for public schools.

School brochure

The City of Augsburg has produced a brochure listing all secondary schools. There you will find a lot of information about schools in Augsburg. It will be distributed to all primary schools in Augsburg in December / January.

🌐 You can also find this brochure [online](#)

Further information

You can find more information about schools and education in Augsburg and Bavaria on the websites www.augsburg.de/bildung and www.km.bayern.de.

Reformed school entry examination

Is your child starting school soon? Have you received an invitation to the reformed Schuleingangsuntersuchung from the public health department?

Parents who make use of the corridor also receive this invitation. Corridor means: For children born between 1 July and 30 September, parents decide whether the child will start school this year.

Be sure to go to this appointment. All parents receive an invitation. All children must be examined. This also applies to children who make use of the corridor.

During this examination, the doctors will check whether your child is ready for school. You can also ask the doctors questions.

What exactly happens during the examination?

A medical assistant and, if necessary, a doctor will examine your child:

- They will check whether your child can hear and see well,
- they will ask whether your child has been seriously ill before,
- they will measure your child's height and weight,
- they will look at the immunisation book,
- they look at the child's examination booklet.

Where does the examination take place?

At the public health department

📍 [Hoher Weg 8, 86152 Augsburg](#)

What do you need to bring with you?


- **Immunisation booklet**
 - The **yellow examination booklet** or the **yellow participation card** or a **medical certificate** confirming that the early detection examinations have been carried out
 - the completed **medical history form**
The information in the forms is voluntary. However, please answer all questions. This will enable the public health department to give you the best possible advice.
-
- If your child has a disabled person's pass, please bring it with you.
 - If your child has a health pass (e.g. allergy pass, diabetic pass or similar), bring it with you.
 - If your child has glasses or a hearing aid, bring them with you.

Who may accompany the child to the examination?

A person with custody (e.g. mother or father) should accompany the child. Is this not possible for important reasons? You can ask another person. This person needs an authorisation from you.

What should I do if my child is ill?

Do you or your child have a cold? Can you not come to this appointment for an important reason? Then please contact the public health department:

 [08213242044](tel:08213242044)

 @jugend.gesundheitsamt@augzburg.de

Please note:

You must show the certificate from the public health department confirming attendance at the school entrance examination. According to Art. 80 sentence 1 of the Bavarian Law on Education and Teaching, attendance at the school entrance examination is compulsory.

Note on data protection

The data from the school entry examination in Bavaria is statistically analysed in anonymised form (without name and address). This allows important insights to be gained into the current state of health of children in Bavaria.

Links


- You can find information on school entry examinations in the city of Augsburg [here](#)
- You can also find general information on the school entry examination in various languages [here](#)

Keywords: school, letter, school entrance examination, 1 class, school starts, letter from health authority, corridor ,

School for children from 6 to 15 years

In Germany, all children between the ages of 6 and 15 have to go to school (compulsory education). If you have children of compulsory school age, please contact the State Education Authority (see below).

If you live in refugee accommodation, please register your new address with the Foreigners' Registration Office within 2 weeks. The carers at your accommodation will register your child with the State Education Authority. You will receive an appointment with the State Education Authority in the post. Your child can then go to school. Your child will first attend a German class to learn German. If your child can speak German well enough, he or she will be placed in a normal school class.


 **Important:** Make sure you bring your child with you! Please also bring an interpreter with you. Please also bring the following documents with you:

- Your identity card or proof of arrival
- Registration certificate from the immigration office
- All documents relating to your child (certificates, medical certificates, etc.)

Contact us

Staatliches Schulamt


 [Gögginger Str. 59, 86159 Augsburg](#)

 [08213246948](tel:08213246948)

 <https://www.augsburg.de>

School materials

You will receive confirmation from the school that your child is enrolled at the school. With this confirmation you can [Amt für Soziale Leistungen](#) to apply for a voucher for school materials.

 **Important:** Get the voucher before you buy school supplies. If you buy something beforehand and hand in a receipt, you will not receive any money.

Travel costs to school

You can submit an application to the school administration office so that you do not have to pay the bus and tram fare yourself. The monthly travelcard will then be paid for your child. However, this is only possible if your child's journey to school is longer than 2 km (1st to 4th grade). From year 5 onwards, the journey to school must be longer than 3 km.


 Further information can be found [here](#).


Sick note at the school

Please call the school before 8.00 a.m. if your child is ill or cannot go to school for important reasons. Otherwise the school will have to look for your child, if necessary with the police. You may then have to pay a fine.

Further support options for pupils in Augsburg

If you have little money, you can apply for support. There are two funding options: the "education and participation package" and the "Kinderchancen" project. You can then get a school lunch, membership fees for cultural or sports clubs or money to take part in school trips. You submit the application in the [Amt für Soziale Leistungen](#).

 **Important:** You must always submit the application before you pay anything yourself. If you have already paid for something, you will not get the money back.

 You can find lots of information about school [here](#).

Keywords: compulsory schooling, school office, school materials, travel costs, sick note, education and participation package, children's opportunities, school registration, school registration, where to register for school

School for young people from 16 to 21 years

Learning German at a vocational school


Young adults aged 16 to 21 who do not yet speak German well and still have to go to school can attend the "vocational integration class" (BIK for short) . You can find more information here.

Registration:

Please register at the vocational school in person and no later than 2 weeks after you arrive in Augsburg. Bring all documents for your previous school career (for example, certificates) and your ID documents (proof of arrival/permit) .

Vocational school VI

 [Haunstetter Str. 59, 86161 Augsburg](#)

 [082132418644](#) or [082132418643](#)

 bs6.stadt@augzburg.de

If you have questions or need help with registration, there are the following advice centres:

[Youth Migration Service Augsburg](#)

Diakonisches Werk Augsburg e.V.



[Heilig-Kreuz-Str. 22a, 86152 Augsburg](#)





[082145546913](#) and [082145549650](#)



jugendmigrationsdienst@diakonie-augszburg.de


Kolping-Bildungswerk Augsburg e.V.


 [Frauentorstraße 29, 86152 Augsburg](#)

 [08213443111](tel:08213443111)

 jmd@die-kolping-augsburg.de

Centre for Intercultural Counselling zib.

 [Wertachstraße 29, 86153 Augsburg](#)

 [08214554290](tel:08214554290)

 kontakt@zib-augsburg.de

Key words: Compulsory vocational schooling, vocational school, Berufsschule, vocational integration class

Travel costs for pupils

If your child travels to school by bus or tram, you can apply to the school administration office for free travel. However, this is only possible if certain rules are met.

The school must be suitable


- Your child goes to a public primary school, secondary school or special school.
- Or a Realschule, Gymnasium, vocational school or business school (up to year 10).
- Or a vocational school with full-time classes.

The school must be the right one

- The school is in the school district (Sprengelschule).
- Or the education authority has assigned your child to this school.
- Or it is the nearest school with a suitable programme.

The journey to school must be long enough


- 1st to 4th grade: The route to school must be longer than 2 kilometres.
- 5th to 10th grade: The route to school must be longer than 3 kilometres.

 Further information can be found on the [website of the City of Augsburg](#)

How can I submit the application?

There are two different applications.

- Application for free transport for primary schools, secondary schools and special schools
- Application for exemption from costs for secondary schools, grammar schools, vocational schools and vocational colleges

 All applications and forms can be found on the [website of the City of Augsburg](#)

You can print out the appropriate application, fill it out, sign it and send it to the school administration office.

Schülerbeförderung

 [Karolinenstraße 21, 86150 Augsburg](#)

 [@sva@augzburg.de](mailto:sva@augzburg.de)

 [+49 \(0\) 8213246968](tel:+49(0)8213246968)

What applies from Year 11?

From Year 11 onwards, pupils must pay for the journey themselves. However, you can submit an application if certain conditions are met. Then you can get part of the costs reimbursed.


- Your child attends a grammar school, vocational school, specialised upper secondary school, vocational upper secondary school or part-time vocational school.
- The journey to school is longer than 3 kilometres.
- The school is the nearest suitable school.
- The travelling costs are higher than € 440 per year and family.

In certain cases, the education authority may cover the full cost of the journey.


- If you receive child benefit for three or more children.
- Or if you receive social assistance, citizen's benefit or unemployment benefit II.

Application for reimbursement of travel costs

Do you fulfil the conditions? Then you can submit an application to the school administration office. Use the form: Application for reimbursement of travel costs when using public transport

 Please note

- You must submit the application by 31 October at the latest for the last school year.
- You must submit all original tickets.
- You must submit further evidence, e.g. benefit statement, bank statement, etc.

 Applications can be found on the [website of the City of Augsburg](#)

Study

German university system

There are different types of universities in Germany. Each type has its own specialisation. All universities can offer a Bachelor's and a Master's degree.

Many universities in Germany are state-run. There you usually only pay a small semester fee. There are also private universities. There you often have to pay high tuition fees.

Types of universities

Universities

- Universities are highly academic.
- They are right for you if you want to do a doctorate later on (a PhD).

Universities of Applied Sciences (Universities of Applied Sciences)

- The degree programme is practice-oriented.
- There are often practical semesters and internships. A practical semester is a semester in which you not only work at the university, but also in a company.
- The programme is well suited to the demands of working life.

Art, film and music colleges

- The focus is on artistic degree programmes.
- Examples: Fine arts, acting, dance, design, music, directing, cinematography or screenwriting.

Who can study in Germany?

Anyone can study in Germany - even if they have a school-leaving qualification from abroad. However, they must fulfil the same requirements as German students.

As a rule, you need a very good knowledge of German (usually C1 level) to study. There are programmes that prepare you for your studies and support you during your studies.

What degrees are available?

Bachelor's degree

- The Bachelor's degree is the first university degree in Germany.
- It usually takes 3 to 4 years to complete.
- With a Bachelor's degree, you can work in many professions or start a Master's programme.

Master's degree

- The Master's degree is a further higher education qualification after the Bachelor's degree.
- It usually takes 1 to 2 years.

- A Master's degree is important if you want to do a doctorate later or work in certain professions.

Important information at a glance

- The university will check whether your school-leaving certificate is suitable for studying in Germany.
- A German language test may be organised at the university.
- German certificates from the Goethe-Institut or telc are often accepted.
- Your residence status is irrelevant for admission to the university.

Technische Hochschule Augsburg

Augsburg University of Applied Sciences offers many degree programmes. You can study engineering, business, design and social studies there. Many degree programmes combine several areas.

What can you study?

- Bachelor's degree programmes
- Master's degree programmes
- Doctoral programmes with a partner university
- Study programmes with a lot of practical experience
- Combined degree programme (you receive a professional qualification and a degree)
- Further education programmes

 You can find an overview of all degree programmes on the [university website](#)

Do you have questions about studying?

A degree programme brings many questions, for example:

- What are the deadlines?
- How can I apply?
- What do I need for my stay in Augsburg?

The university website explains many topics. You will find lots of helpful information and advice there. The university also offers various counselling services for prospective students.


Information for your start in Augsburg

On the website of the University of Applied Sciences you will find a lot of important information for your start in Augsburg - regardless of whether you want to stay for two semesters or for an entire degree programme.

You will find answers to these questions:

- How does the application process work?

- Where can I learn German?
- What financial aid is available?

 You can find more answers and information directly on the website of [Augsburg University of Applied Sciences](#)


Zentrale Studienberatung

You can obtain general information about studying at the Central Student Advisory Service .

- You can ask questions about study options there.
- You can get help with choosing a degree programme.
- There are events at the start of the semester.
- You will receive support during your studies.
- There are seminars on studying and working.
- You will receive tips on how to prepare well for examinations.
- You will learn how to plan your studies well.

 You can find more information on the website of the [Central Student Advisory Service](#)

Zentrale Studienberatung


-  [An der Hochschule 1, 86161 Augsburg](#)
- @studienberatung@tha.de

International Office

The International Office helps students and lecturers who would like to study abroad. It also helps people who want to come to Germany to study here.

You can ask questions there if you would like to spend a semester abroad. You can also get help if you are planning an internship or a short stay. The important thing is that your stay must fit in with your degree programme.

- You can ask questions about study options.
- You will receive information on which admission requirements you need to fulfil.
- You will find out how you can apply.
- You will receive information on what funding is available.
- The International Office looks after international exchange students.
- Lecturers and employees of the university also receive counselling and support for their international projects.

 You can find more information about the International Office [here](#)


International Office

-  [An der Hochschule 1, 86161 Augsburg](#)
- @international@tha.de



Would you like to learn German for your studies?

The **Centre for Languages and Intercultural Communication** offers various courses.

- You can get advice on German courses and exams there
- You can take the TestDaF exam there.
- There are also courses for people who are already studying at the university.

 You can find more information about the programmes [here](#)

Deutsch | Zentrum für Sprachen und Interkulturelle Kommunikation

-  [An der Hochschule 1, 86161 Augsburg](#)
- [@daf@tha.de](mailto:daf@tha.de)
-  [+49 82155863323](tel:+4982155863323)


Keywords: Augsburg University of Applied Sciences, Central Student Advisory Service, International Office, Centre for Languages and Intercultural Communication, Departments for Studies and Communication

Universität Augsburg

The University of Augsburg offers a wide and varied range of degree programmes. You can study economics, medicine or law here, as well as social sciences, languages or computer science.

What can you study?

- A Bachelor's degree (first degree)
- Do a Master's degree (second, higher degree)
- Become a teacher
- Study medicine
- Study many other subjects: Languages, culture, music, art, nature, technology, business, law and more

 You can find an overview of all subjects on the [university website](#)

Do you have any questions about studying?

Studying at university brings with it many questions - for example about requirements, deadlines, applications or life in Augsburg.


You can find lots of helpful information and answers on the University of Augsburg website. There are also various counselling services for anyone interested in studying.

Information for your start in Augsburg

You will find important information on the [University of Augsburg website](#) - regardless of whether you want to stay for just one semester or for the whole degree programme.

There you will find answers to questions such as:

- How does the application process work?
- Are there degree programmes only in English?
- Can I do a preparatory course?
- Which language test do I need?
- How do I take part in an exchange programme (e.g. Erasmus)?
- How much is the semester fee?

 Many answers and further information can be found directly on the [University of Augsburg website](#)

Akademisches Auslandsamt





The International Office helps people from other countries who would like to study at the University of Augsburg. It also helps students from Augsburg who want to go to another country.

The International Office also advises academics from abroad. University employees who are planning a stay abroad can also obtain information here.

You can get answers to many questions there, for example

- How can I take part in the Erasmus programme?
- What scholarships are available?
- Where can I meet other international students?
- Are there tutors who can help me?
- What are the study requirements?
- What documents do I need for my stay?
- and much more

Akademisches Auslandsamt

-  [Universitätsstr. 6, 86159 Augsburg](#)
-  [@info@aaa.uni-augsburg.de](mailto:info@aaa.uni-augsburg.de)
-  [+49 8215985148](tel:+498215985148)
-  <https://www.uni-augsburg.de/de/studium/orientieru...>

Zentrale Studienberatung

There are many situations during your studies where good advice is needed. Whether you have general orientation problems at the beginning of your studies, questions about study planning, postgraduate studies or study abroad opportunities.

The Central Student Advisory Service can help you with many questions, for example

- Which degree programme is right for me?
- How can I change my degree programme?
- Are there events at the start of my degree programme?
- What support is available during my studies?
- What do I have to do if I want to do a doctorate?
- What can I do if I have exam nerves?
- and much more

💡 All counselling services are confidential, voluntary, free of charge and neutral.

Zentrale Studienberatung

- 📍 [Universitätsstr. 6, 86159 Augsburg](#)
- @ info@zsb.uni-augsburg.de
- ☎ [+49 8215985999](tel:+498215985999)

Graduate from senior school

There are many opportunities to obtain a graduation certificate in Germany, even after the end of regular schooling:

General information on repeating school diplomas

City of Augsburg educational counselling
Goran Ekmešćić
[@goran.ekmescic@augsburg.de](mailto:goran.ekmescic@augsburg.de)
☎ [0821-3246997](tel:0821-3246997)

International Class

For migrants between the ages of 17 and approx. 30 to obtain a German graduation certificate.

Services:

- Intensive support in improving the German language
- In addition, lessons in a normal evening school class with all regular subjects (German, mathematics, English, physics, history, geography as well as subjects of the compulsory elective group economics (business administration/accounting, social studies) **or** social (social studies, biology)
- Regular classes from 17:30 to 21:05, starting at 16:45: Possibility of study groups, working in the PC room
- Support in the search for meaningful professional activities (possibly internship)

Requirements:


- Mittelschulabschluss (basic secondary school certificate)
- Basic knowledge of German and English (German language level B1, English A2), both spoken and written.
- Several years of previous school education in the country of origin or in Germany

- Admission interview with school management and / or teacher

Goals:

- Advancement to the higher classes of the Abendrealschule with the aim of obtaining a Realschulabschluss (secondary school leaving certificate)
- Consolidation of the German language (language level B2)

Evening school for employed persons (in the 1st year). Floor of the Agnes Bernauer School)

 [Auf dem Kreuz 36, 86152 Augsburg](#)

 [0821-32418410](tel:0821-32418410)

 [@abendrealschule@augzburg.de](mailto:abendrealschule@augzburg.de)

 www.abendrealschule-augszburg.de/internationale-kl...

Realschulabschluss (Realschule graduation certificate) at evening Realschule

The following requirements apply to all people who want to catch up on the Realschulabschluss:


- Mittelschulabschluss (basic secondary school certificate)
- Minimum age of 17
- Compulsory education fulfilled, no QA necessary
- Parallel employment, but also possible during unemployment
- No admission directly from secondary school


Services:

- Repeating the Realschulabschluss (Realschule graduation certificate) in three years
- Many opportunities for professional advancement
- Elective subject group II (BwR, SK, WiR) and III (social studies, biology) possible. Other subjects: German, Maths, English, Physics, History and Geography
- Qualification to enter Fachoberschule, Berufsoberschule and Bayernkolleg.

Evening Realschule for working people

(in 1. Floor of the Agnes Bernauer School)

 [Auf dem Kreuz 36, 86152 Augsburg](#)

 [0821-32418410](tel:0821-32418410) (answering machine is only sporadically answered during holidays)

 [@abendrealschule@augzburg.de](mailto:abendrealschule@augzburg.de) (also during holidays!)

Information can be found [here](#).

Bayernkolleg Augsburg - Gymnasium des Zweiten Bildungswegs (Gymnasium for Continuing Education)

For all people who are pursuing the Allgemeine Hochschulreife (general qualification for university entrance) (Abitur) and fulfil the following conditions:


- Minimum age of 18
- Level B1 German language skills and level A1 English language skills
- Work experience or training (including in country of origin)


Services:

- Preparation for the Allgemeine Hochschulreife (general qualification for university entrance) incl. final exam
- Pre-course for refugees and pupils with non-German mother tongue (from language level B1 in German and A1 in English)
- Entry stage for refugees and students with mother tongues that are not German (from language level B2 (German) and B1 (English))
- The course German as an Education Language in order to prepare for the preparatory course (4 weeks in July). Note: The language course is subject to a fee.
- School counselling
- Student halls of residence

Information and registration:

Bayernkolleg Augsburg

 [Schillstraße 94, 86169 Augsburg](#)

 [0821747760](tel:0821747760)

 beratung@bayern-kolleg.de

 www.bayernkolleg-augsburg.de

Key words: Repeating a school diploma, evening school, educational counselling, graduation certificate, Abitur, Realschulabschluss, Realschule graduation certificate, intermediate school graduation

Other educational programmes


SuMMA - Singing and music school


At the Singing and Music School (SuMMA), EVERYONE has the opportunity to make music. No matter whether you want to sing or play an instrument. SuMMA has many interesting programmes.

What does SuMMA offer?


- You can learn a wide variety of instruments here, from accordion to violin.
- In parent-child groups, parents can make music together with their small children.
- For children, there are various children's courses such as early musical education or basic musical training.
- Children can also sing in singing classes or in a children's choir.
- For young people there are youth choirs and youth symphony orchestras.
- There are rock bands and big bands.
- There is an inclusion orchestra.
- There are also special programmes for senior citizens.

Pupils do not have to aim for a musical career. The lessons are a good basis for later musical vocational training.


 You can find more information about SuMMA [here](#)

 Information on enrolment and costs can be found [here](#)

SuMMA - Sing- und Musikschule

 [Zeugplatz 4, 86150 Augsburg](#)

 [@summa@augzburg.de](mailto:summa@augzburg.de)

 [+49 \(0\) 8213243281](tel:+49(0)8213243281)

 <https://summa.augszburg.de/>

Europe Direct Augsburg

Who may contact Europe Direkt?


- All interested persons throughout Swabia

What does Europe Direct Augsburg do?

- Here you can get information about the European Union.
- Here you can get free information material on the subject of Europe.
- Europe Direct Augsburg has developed a city rally on the subject of the European Union.
- The office organises events and activities on EU topics.
- The office makes various educational offers on European politics.

Contact person:

Europabüro mit Europe Direct Augsburg und Kommunale Entwicklungszusammenarbeit

 [Rathausplatz 2, 86150 Augsburg, Germany.](#)



[08213243007](tel:08213243007)



europe.direct@augzburg.de

 augzburg.de/europe
www.facebook.com/EuropeDirectAugszburg

Keywords: EU, Europe, Info on EU, European Union

Mobility

Public transport (ÖPNV)

Bus, Tram und swaxi

Augsburg has a well-developed bus and tram network. Local transport is operated jointly by AVV (Augsburger Verkehrs- und Tarifverbund) and Stadtwerke Augsburg (swa).

Buses and trams run regularly and stop at many stops in the city area. You need a valid ticket for the journey.

💡 If you want to get off, please press the red button in the vehicle in good time. This lets the driver know that you want to get off at the next stop.

📱 Information on tickets can be found in the Integreat app under [Ticket types and fare zones in Augsburg](#)

Which means of transport are available?

Tram (tram)

- The tram is the most important means of transport in the city.
- It runs regularly and connects many districts with the city centre.
- There are five tram lines.
- All tram lines meet at Königsplatz. It is easy to change there.

Bus

- There are many city bus routes that run within Augsburg.
- In addition, AVV regional buses travel to the surrounding areas of Augsburg - for example to Friedberg, Gersthofen or Königsbrunn.
- There are also night buses.
- Night buses run on the nights from Friday to Saturday and Saturday to Sunday and on public holidays.
 - The buses run between 1:00 am and 4:00 am.
 - All night buses meet at Königsplatz. You can change there.
 - You do not need an extra night bus ticket. The normal fare applies. You can travel with your day pass, weekly pass, monthly pass or season ticket.

How do I find a suitable connection?


You can find timetables and connections at various points.

- Timetables are displayed at the stops.
- You can search for connections online at [AVV](#) or [swa](#)
- You can also use the swa mobile app.
Free download from [Google Play](#) or [App Store](#)

Train

In addition to buses and trams, you can also travel by train in Augsburg.

- There are several railway stations in the city area, including Augsburg main station and smaller stations such as Augsburg-Oberhausen, Haunstetterstraße or Inningen.
- Regional trains connect Augsburg with many places in the region. You can take the train to Friedberg, Neusäß or Munich.
- Long-distance trains travel long distances. They connect large cities or regions and only stop at important railway stations.

 You can find more information in the Integreat app under [Train](#)

swaxi - swa Ridesharing


swaxi is a service provided by Stadtwerke Augsburg. It works like a shared taxi. swaxi operates throughout the city and offers direct connections across Augsburg. With swaxi, you can travel more easily to parts of the city that were previously only accessible by changing buses.

- swaxi runs during off-peak times of the traditional public transport system - i.e. in the evening and at night.
- You share the journey with people who have a similar destination.
- You can order swaxi via app and travel directly to your destination without a fixed timetable.
- You order the swaxi via an app: www.sw-augsburg.de/swaxi

How much does a swaxi journey cost?


The swaxi has a flexible pricing system. The price depends on how good the bus and tram service is at the time.

- swaxi costs at least as much as a single ticket on local transport.
- At night, swaxi is cheaper because there are fewer buses and trams.
- During the day, the price may be higher if there are many good bus and tram connections.

 You can see the exact price for your route in the app before you book. The price does not change during the journey.

Ticket types and fare zones in Augsburg

If you want to travel by bus or tram, you need a ticket.

 If you are travelling without a valid ticket and are stopped, you will have to pay a fine of €60. The second time, you will be reported to the police and fined a significantly higher amount.

Where can I buy a ticket?

If you want to buy a ticket, there are various options:

Ticket machines at the bus stop

- You can pay by card or cash.
- They can be operated in several languages.

On all buses

- You can only buy single tickets, season tickets or day tickets.
- Only cash payment is possible.
- Bus drivers can only accept notes up to €20.
- In the swa mobile app
 - Here you can buy different types of tickets.
 - The app is available in the [Google Play Store](#) or [Apple App Store](#)
- In the myAVV app
 - You can also buy different types of tickets here.
 - The app is available in the [Google Play Store](#) or the [Apple App Store](#)
- Other points of sale
 - You can buy tickets in some bakeries, magazine kiosks and Lotto-Toto shops.
 - You can find all advance booking offices [online](#)

How the ticket system works in Augsburg

Fare zones and price levels

- The city of Augsburg has two zones: Zone 10 and Zone 20. These two zones together are called the inner area. If you travel within these zones, you always need two fare levels.
- Outside the inner area there are further zones: Zone 30, 40, 50, ... to zone 98, which are called outer zones. The further you travel, the more zones you pass through - and the higher the fare level.

The fare zone maps are displayed at the stops. You can also find the fare zones on the [AVV website](#)

Important!

- Even if you change trains, you only need one ticket. You do not need to buy a new ticket.
- The outward and return journeys are two separate journeys. You need two tickets - one for the outward journey and one for the return journey.

How do I find out how many price levels I need?

It's quite simple:

- Count the zones you travel through from start to finish.
- Each zone only counts once, even if you travel through it several times.
- Stops at zone boundaries count towards the cheaper zone.
- You always need fare level 2 for the inner city (zones 10 and 20).
- If you only travel 4 stops (course route), you need fare level 1.

Example 1

- You are travelling from Haunstetten (zone 20) → via Königsplatz (zone 10) → to Kriegshaber (zone 20).
- You cross zones 10 and 20, which are 2 zones.
- For this journey you need a ticket of price level 2 or 2 stripes on the stripe card.

Example 2


- You are travelling from Königsplatz (zone 10) → to Gesserthausen (zone 40)
- You are travelling through zones 10, 20, 30, 40, i.e. 4 zones.
- For this journey you need a ticket of price level 4 or 4 stripes on the stripe card.

How long is a ticket valid for?


- Price level 1 (e.g. short-distance ticket): 1 hour
- Price level 2 to 4: 3 hours
- from price level 5: 6 hours

Free city zone

- The city zone is a small area in the centre of Augsburg.
- It extends from Königsplatz and Moritzplatz one stop in each direction.
- This means that you can travel free of charge in this area.
For example: you travel from the main railway station to Rathausplatz - you don't need a ticket for this.

 You can find information about the city zone and the stops [here](#)

What tickets are available?

 Detailed information on all tickets and current prices can be found on the [swa website](#) and on the [AVV website](#)

Stripe card

- The stripe card has 9 stripes.
- How many strips you need depends on your journey.
- You start with the first strip (number 1).
- If you are only travelling 4 stops, 1 strip is enough.
- If you are travelling more than 4 stops in zones 10 and 20, you need 2 strips (= price level 2).
- The ticket is only valid once you have cancelled (stamped) it.
- You can fold the stripe card to stamp it.

Short-distance ticket

- You may travel 4 stops (boarding + 4 stops).
- You can also cross zone boundaries.
- A short-distance ticket is valid for 1 hour.
- Alternatively, you can stamp 1 stripe from the stripe card (= price level 1).


Single ticket

- A single ticket is valid for one journey in one direction.
- You may change trains.
- A single ticket (price levels 2 to 4) is valid for 3 hours.
- A single ticket (from price level 5) is valid for 6 hours.
- Alternatively, you can buy a strip ticket and stamp the appropriate number of strips.

Important information about the short-distance ticket, single ticket and stripe card

- The ticket is only valid if you have stamped it.
- Stamping machines are available in the tram, on the bus and sometimes at the bus stop.
- You may only travel in one direction with one ticket.
- Return journeys or round trips are not permitted.
- You may change trains if you are travelling in the same direction.
Example: You get on in Lechhausen, travel to Königsplatz, change buses and continue to Kriegshaber.
- Each adult needs their own ticket.
- Children up to the age of 6 travel free of charge.
- Children aged 6 and over need their own ticket. Tickets for children are cheaper.

Day ticket

- Valid for one day, until 3 a.m. the next morning.
- Day tickets are available for one or more people.
- The ticket may only be used by persons aged 15 and over.
- You may make several journeys in all directions.
- You must write your name on the ticket.
 Please note: Buy your day ticket on the day you need it.

Weekly ticket


- Valid for one calendar week (Monday to Sunday).
- The ticket is valid until 12 noon on the first working day of the following week.
- It is valid for the selected zones.
- You must write your first name and surname legibly and permanently on the ticket.
- There are also cheaper weekly tickets for schoolchildren.

Monthly ticket

- Valid for one calendar month in the selected zones.
- You must write your first and last name legibly and permanently on the ticket.
- There are also cheaper monthly travelcards for schoolchildren.


Covering the costs of your child's monthly travelcard

You can submit an application to the education authority so that you do not have to pay the cost of the monthly travelcard yourself. The school authority will then pay for your child's monthly travelcard. However, this is only possible if the journey to school is long enough.

 You can find more information in the app under [Travel costs for pupils](#)

Travelcards and Deutschlandticket


With the Deutschlandticket, you can travel throughout Germany by train, bus and tram.

 You can find information on this directly in the Integreat app under [Deutschlandticket](#)

A season ticket is a ticket that is valid for a longer period of time - for example, a month or a year. If you travel regularly by bus and tram, a travelcard is often cheaper than individual tickets.

There are different types of travelcards, for example

- Mobile travelcard from 9am - you pay less for this travelcard, but can only travel from 9am.
- Travelcards with a lift option - you can take other people with you free of charge in the evening or at the weekend.

 You can find more information about the travelcards on the [swa website](#)

Deutschlandticket

Deutschlandticket (Deutschlandticket)- travelling simply and cheaply

The Deutschlandticket costs 63 euros per month (as of January 2026). The Deutschlandticket is cheaper than many monthly travelcards. With this ticket, you can use all buses, S-Bahn trains, underground trains, trams and regional trains (e.g. IRE, RE, RB, etc.) throughout Germany.

Important to know:

- The ticket is not valid on long-distance trains such as ICE, IC, EC or with private providers such as FlixTrain.
- It is a subscription that is automatically renewed every month.
- You need a bank account with SEPA direct debit for the subscription. You can also get the ticket without a bank account with SEPA direct debit. But then not as a subscription (see below).
- The cost of the ticket will be deducted from your bank account each month.

- If you no longer need the ticket, you must cancel it by the 10th of the month. You can cancel the subscription in writing by e-mail or letter. But also online if you have a customer account. Or if you have ordered the ticket via an app.
- The ticket is only available digitally. It is stored on a chip card or smartphone.
- If you take out a subscription or buy the ticket once, you can use the ticket immediately.

Where can I buy the ticket?

- Online on the websites and via the apps of the transport associations.
- Online at www.bahn.de or in the app "DB Navigator".
- To buy a season ticket online, you need a bank account with SEPA direct debit. The Deutschlandticket can also be purchased online using the payment card. However, only if a Visa card is accepted as a means of payment in the provider's payment system.
- If this is not the case, you can purchase a Deutschlandticket locally at Deutsche Bahn travel centres. These are usually located at major railway stations in large cities. There you can pay for the Deutschlandticket in cash, with a payment card or by credit card. However, you will not receive the Deutschlandticket as a subscription. You have to buy a new one every month.
- The ticket can also be purchased online using another person's account. You can use it if your name is entered at the time of purchase.
- In many cases, it is not possible to buy a Deutschlandticket at local transport association sales points. It is best to ask at the local offices of the transport associations whether this is possible.

Who can use the ticket?

Anyone who lives in Germany or is visiting here can buy the Deutschlandticket. It cannot be passed on to other people. It can therefore only be used by the person whose name is on the ticket. Children under the age of 6 can travel free of charge.

Additional benefits:

In some regions, Deutschlandticket holders receive discounts, for example for visiting leisure facilities.

Train

Correct behaviour on the train and at the station

To ensure that everyone has a pleasant journey, a few rules apply on the train and at the station.

Behaviour on the train - Please note

- You need a valid ticket for the journey.
- Throw rubbish (e.g. handkerchiefs, bottles) in the rubbish bins when boarding or alighting.
- Please do not eat strong-smelling food (e.g. kebab, Leberkäs-Semmel) on the train.

- Do not place your feet or bags on the seats.
- Place your luggage under the seat or in the luggage rack.
- Listen to music or make quiet phone calls.
- Begging and selling on the train is prohibited.
- Smoking is prohibited on the train. Use the smoking areas on the platform.
- The door to the driver's compartment must remain clear. Please do not block it with luggage or while waiting.
- If you are travelling with a bicycle, pay attention to other passengers.
- Follow the instructions of the train crew. They will help you and ensure your safety.

Rules at the station - Please note

- Balloons coated with aluminium are prohibited. They can touch power lines and cause short circuits. This can lead to the track being closed and trains not being able to run.
- Do not walk across the tracks - it is dangerous. Use safe routes.
- Be friendly to other people. Violence and aggressive behaviour are prohibited.
- Do not leave your bags or suitcases alone.
- Stay behind the markings on the platform so that you are safe.
- Only go to the train door when the train has come to a complete stop.
- Make sure that luggage and pushchairs do not roll away.
- Do not push when boarding the train. Wait calmly and watch out for others.

Safe on tracks and at level crossings - your life is important

A train needs up to 1,000 metres to brake. That's as long as ten football pitches. If you are on the tracks, the train cannot stop in time. That's why you have to be careful at railway crossings. Trains often come quietly and faster than you think.

Behaviour for pedestrians and cyclists

- Tracks are not a shortcut. Even if you need to move quickly, never walk or cycle across the tracks. Footpaths are also dangerous.
- Bicycles slide easily on the tracks. A small mistake can have serious consequences.
- Railway barriers are not a game. Never walk or ride under the barrier - it is life-threatening! Even if others show you how: It's wrong and dangerous.
- The railway platform is not a playground. Some trains pass through the station very quickly. The draught can carry people or objects with it. Always stay behind the white line. Do not place anything between the edge of the platform and the line - not even a rucksack or scooter.
- Do not pick up anything from the track bed. If your mobile phone or any other object falls onto the tracks, do not go after it. This is very dangerous. Please call the railway staff. A mobile phone can be replaced - your life cannot.
- Always use the safe routes - for example railway crossings or subways. Be careful - for yourself and for others.

Behaviour for car drivers

- Make sure that you can see the railway line clearly on both sides.
- Drive slowly and carefully towards the level crossing - at a maximum speed of 50 km/h. Be ready to brake.
- You are no longer allowed to overtake 240 metres before the level crossing.
- Pay attention to train whistle signals. These warning signals are particularly important at level crossings without barriers. If a train is approaching, stop immediately.
- Stop when the lights are flashing red - not when the barriers are lowered.
- Keep enough distance from the car in front of you. This will prevent you from stopping at the level crossing if there is a traffic jam.
- Only continue driving when the red light is off and the barriers are fully open.
- Never climb over barriers and never drive past them.

💡 Dangerous behaviour can be expensive. If you endanger yourself or others, you could be fined up to 5,000 euros. You can do a lot of nice things with this money - but you can't buy health.

Serious accidents happen every year because people underestimate the danger. Please always use the safe routes at the railway crossing or station.

Your life is precious. Your family is waiting for you.

Driving licence

If you drive a car, you must have a valid driving licence (Führerschein) and always have it with you. Driving without a licence is a punishable offence.

The driving licence authority in Augsburg is responsible for all matters relating to driving licences.

Contact us

Fahrerlaubnisbehörde | Ausländische Fahrerlaubnis

📍 [An der Blauen Kappe 18, 86152 Augsburg](#)

✉️ [@aus.fahrerlaubnis@augzburg.de](mailto:aus.fahrerlaubnis@augzburg.de)

☎️ [+49 \(0\) 8213249268](tel:+4908213249268)

🌐 <https://www.augsburg.de/buergerservice-rathaus/bu...>

💡 **Please note: The Integreat-Augsburg app only contains general information about driving licences. Please contact the driving licence authority of the city of Augsburg for information on your personal situation.**

Is my foreign driving licence valid in Germany?

Do you come from an EU/EEA country?

Then your driving licence is also valid in Germany.

- There are just a few requirements that you should observe.

🌐 You can find information on this [here](#)

Do you come from a non-EU country?

Then your driving licence is only valid for 6 months in Germany.

You must also note this:

- You must also have an international driving licence or a translation of your driving licence.
💡 Who can translate a driving licence? A German or internationally recognised automobile club or an authority in your home country or a sworn translator.
- Minors (people under the age of 18) are not allowed to drive with your foreign driving licence.
- After 6 months, you must have your driving licence transferred or take a test. There are different regulations for different countries.

🌐 You can find more information on driving licences from non-EU countries [here](#)

Where and how can I have my foreign driving licence converted?

You can have your foreign driving licence converted at the driving licence authority of the city of Augsburg.

The authority must check whether your driving licence is valid.

- To do this, please send a copy of your ID and driving licence to aus.fahrerlaubnis@augzburg.de.
- After the check, you will receive information by e-mail. This will state whether you can have your driving licence converted. All other information is also included in this e-mail, e.g.
 - Whether you need to come to a personal appointment.
 - Which requirements you still have to fulfil.
 - Whether you have to take a test (theory and practice).

How can I get my driving licence?

If you want to apply for a driving licence for the first time, these steps are important:

- Registering with a driving school.
 - The driving school will explain to you what documents you need and what the procedure is.
 - You will learn theory and practice there
 - Ask them what the costs are.
- Attend a first aid course.
 - Many institutions offer these courses, e.g. Caritas, Rotes Kreuz, Malteser Hilfsdienst,...
- Eye test in an optician's or ophthalmologist's practice.
- Examination

- You must pass the theoretical and practical examinations.
 - 💡 You can take the theoretical exam in German or in another language.The following languages are currently possible: (High) Arabic, English, French, Greek, Italian, Croatian, Polish, Portuguese, Romanian, Russian, Spanish, Turkish.

Further information

 [Driving licence test: information, procedure and tips](#)

 [Information on the validity of foreign driving licences in Germany](#)

Keywords: driving licence, driving licence, driving licence from abroad, foreign driving licence

Car

Carsharing

What is Carsharing (car sharing)?

Car sharing means that several people use the same car one after the other. Everyone drives at their own time.

You don't have to own your own car. If you need a car, you can borrow one. Car sharing cars can be borrowed at any time, day or night.

There is a wide range of cars available. For example, vans for removals, 9-seaters for excursions or even convertibles for the summer. Many providers also have electric cars. This is good for the environment and makes our cities quieter.

Why does car sharing make sense?

- **Save space:** One car sharing car replaces many of your own cars. Sometimes up to 16 of them. This means fewer cars on the road. There is more space for cycle paths, trees or playgrounds.
- **Save money:** If you only need a car occasionally, car sharing saves you the high costs of purchase, insurance, tax, maintenance and parking.
- **Protect the environment:** Car sharing results in fewer cars on the roads. As a result, there are fewer traffic jams and the air is cleaner.

How does car sharing work?

1. **Registration:** You register with a car sharing provider and create a customer account. This is usually done online or via an app. You will need your driving licence and ID. There is usually a fee for registering.
2. **Book a car:** You select an available vehicle via the app or website. Some providers have small cars, estate cars or vans. You choose the car you need at the time.
3. **Open the car:** You usually open the car with a chip card or your mobile phone.

4. **Drive and return:** Some providers require you to return the car to the same station (station-based car sharing). With other providers, you can park it anywhere in the city (free car sharing).
5. **Payment:** You pay for the time and kilometres driven. In most cases, petrol or electricity is already included in the price. You can usually pay by credit card, SEPA direct debit or PayPal. A bank account is therefore necessary.

Where can I find car sharing offers?

- In many cities. For example, at railway stations or bus stops.
- There are often dedicated car parks for car sharing cars.
- You can find the locations and available cars via apps or the providers' websites.

Electromobility

What is electromobility?

Electromobility means driving with vehicles that run on electricity instead of petrol or diesel. These include electric cars, e-bikes, electric motorbikes, e-buses and e-trucks. These vehicles have a motor that runs on electricity from batteries. These batteries can be recharged at special charging stations. They therefore do not emit any exhaust fumes when driving.

They are also quieter than vehicles that run on petrol or diesel. This is why electromobility is important for making our lives in towns and villages more pleasant.

Electricity is often cheaper than petrol or diesel. So you can save on fuel costs in the long term.

Many Carsharing cars are also electric cars. So you can simply give electric driving a try. Without having to own a car.

Charging electric vehicles

Most electric cars are charged at home or at work.

There are also public charging stations for electric vehicles. **You can find all registered charging stations in Germany on [this map](#):**

There are special car parks so that electric cars can be charged at charging stations. In many cases, only electric vehicles are allowed to park in these car parks. Anyone who parks in these spaces must expect a fine if it is not permitted. In some places, parking fees for electric cars are also cheaper than for other cars.

With an electric car, you are not dependent on traditional petrol stations.

Range

Electric vehicles today have a significantly greater range and shorter charging times than just a few years ago. Most models achieve a range of between 200 and 500 kilometres on a single charge. The range depends on the driving style, the weather and the vehicle's equipment.

Today, you can also buy used electric cars at more favourable prices. This makes it easier to buy an electric car. Even if you don't want to spend a lot of money.

Special car park areas

Multi-storey and underground car parks

There are often multi-storey and underground car parks in cities. These are buildings with several floors where you can park safely and protected from the weather.

This is how it works:

1. You drive up to the barrier and press a button.
2. You receive a parking ticket.
3. You look for a free parking space.
4. Before leaving the car park, pay for the ticket at the payment machine in the building (with cash or debit card).
5. You can use the paid ticket to open the exit barrier.

Tip:

Many car parks offer parking spaces for women, disabled parking spaces and e-car charging stations.

Special parking areas

Disabled parking spaces: Only permitted with a blue EU parking permit. This can be obtained with a severely disabled person's pass with the symbol "aG" (exceptionally disabled) or "Bl" (blind).

Short-stay car parks: For example in front of pharmacies or bakeries - often with a parking disc.

Women's car parks: For example in multi-storey car parks - well lit and near exits.

Car parks with electric charging stations: Only for electric cars when charging.

Park-and-ride car parks (P+R): On the outskirts of the city. You park your car and continue your journey by bus or train. These are often cheap or free.

Parking in special situations

In residential areas

- Park in such a way that nobody is obstructed.
- Make sure there is enough space for refuse collection, ambulances and delivery vehicles.
- Do not park directly on corners or in front of driveways.

In the city centre

- There are often few free spaces.

- It is best to use multi-storey car parks or P+R car parks with good bus and train connections.
- Pay particular attention to signs and charges.

Near schools and nurseries

There are often special zones, for example:

- Stopping bans,
- parent stops,
- school roads with a driving ban at certain times,

These zones protect children. Only park there if it is permitted - and only for a short time.

What happens for parking offences?

Fines

If you park incorrectly, you often have to pay a fine.

Towing away

You will be towed away if, for example:

- Park in a fire lane,
- park in a disabled parking space without authorisation,
- or park in a dangerous place

In these cases, your car may be towed away. This is often very expensive.

Safety when parking

- Watch out for traffic - cars, cyclists and pedestrians - when getting in and out of your car.
- Open the door carefully - especially on the side of the road.
- Always lock the car.
- Do not leave any valuables visible in the car.

In Germany, parking is well regulated and clearly signposted.

There are many options - from roadside to multi-storey car parks.

If you stick to the rules, you can park safely, stress-free and without a fine.

Bicycle

Traffic rules for cyclists

Important rules when cycling

- **Always cycle on the right-hand side of the road**

Cyclists use the right-hand side of the road on all paths and roads.

- **Only ride on the cycle path or road**

You are not allowed to ride on the pavement. The pavement is for people walking. If there is a cycle path with a blue cycle sign, you must use it and may not ride on the road.



- **Cycle paths without compulsory use**

If the blue sign is missing, you can use the cycle path but you do not have to. You can often recognise these cycle paths by the fact that there is a footpath next to them. In some cities, they are also paved in a different colour than the pavement, often red. Or they are marked with a painted bicycle symbol.

- **Separate cycle path and pavement**

Here the cycle path and pavement run side by side. The sign is usually placed between the two paths. Cyclists may not use the pavement, not even to overtake. The cycle path must be used. Cyclists may not ride on the road.



- **Shared footpath and cycle path**

Cyclists are not allowed to ride on the carriageway, but must share the path with pedestrians. Cyclists do not have priority, but pedestrians must allow them to pass.

Therefore: show consideration for pedestrians and ring the bell so that you can pass.



- **Cycle lane**

A cycle lane is primarily intended for cyclists. They are allowed to ride side by side and have priority. Cars may only use the road if this is permitted by an additional sign and

must show special consideration.



- **Pay attention to traffic lights and signs**

Traffic lights and signs also apply to bicycles.

If you see a traffic light on the cycle path, it applies to you. On cycle paths without traffic lights for cyclists, the traffic lights that also apply to motorists apply.

- **Give hand signals**

If you want to turn (left or right), you must hold out your arm.

This lets others know what you intend to do.

- **Do not ride side by side**

Ride one behind the other. Especially on narrow paths or roads.

You may only ride side by side if there is enough space and you are not obstructing traffic.

- **Lights are mandatory**

You need lights when cycling - white at the front, red at the rear.

There are fixed lights on bicycles. Detachable lights are also permitted.

This allows you to see your surroundings clearly and other people can see you better.

You must use the light when it is dark or raining.

- **Do not ride with your mobile phone**

You must not have a mobile phone in your hand while driving.

It is dangerous and forbidden.

- **No headphones with loud music**

You must be able to hear the traffic.

Music must not be so loud that you can no longer hear anything.

- **Children under the age of 8 riding on the pavement**

Children under the age of 8 are not allowed to ride on the road or cycle path.

They must ride on the pavement. An adult may accompany them on the pavement.

Children between the ages of 8 and 10 may also ride on the cycle path or on the road.

From the age of 10, children must ride on the cycle path or on the road.

- **Secure your bike properly**

Place a bicycle in such a way that nobody can trip over it.
And lock it with a lock.

- **Caution:** Lorries easily overlook cyclists. Try to ride within the lorry driver's field of vision.
- Ride with **sturdy shoes** (no flip-flops!).
- **Alcohol limits** also apply on bicycles.

Cycling in practice

Learn to ride a bike - courses for adults and children

Not everyone can ride a bike. That is quite normal.

Many people have not had the opportunity to learn or feel unsafe on the roads.

In many cities, there are therefore courses where you or your child can practise cycling safely.

Such courses are offered, for example, by

- Bike workshops
- Organisations such as ADFC (Allgemeiner Deutscher Fahrrad-Club)
- Road safety centres
- Adult education centres (VHS)

The courses are often free or cost very little money.

For example, you can practise starting off, braking, turning safely or riding in traffic.

There are also special programmes for women, older people or refugees.

Bicycle workshops

Bicycle workshops make it possible for more people to use a bicycle. Many cities have bicycle repair shops that offer a wide range of services:

- **Self-help:** If your bike breaks down, you can repair it yourself with the help of experts. The tools are usually available.
- **Borrow and buy:** Even if you have little money or don't own a bike. You can often hire or buy bikes at favourable prices.
- **Information:** Many bike repair shops will give you tips on where to go and where to buy a bike. They will also show you how to cycle safely.
- **Courses:** Some workshops offer courses for adults and children if you want to learn how to ride a bike.

Hire bikes via apps

In many cities, you can also hire bikes via apps. You can find a bike nearby, hire it and return it after your journey. This is a quick way to get around the city.

How does bike hire work?

- **Registration:** You register with a provider and create a customer account. This is usually done online or via an app. Some providers may charge a fee for registration.

- **Book a bike:** The app then displays the available bikes in the vicinity, which can be unlocked.
- **Ride and return:** After the ride, the bike can be returned to a designated station. With some providers, the bike can also be returned outside the station.
- **Payment:** As a rule, you can pay by credit card, SEPA direct debit or PayPal. A bank account is therefore necessary. There are different tariffs. Usually you pay a certain amount per minute. You can also take out a subscription and receive certain benefits. This can be the use of electric bikes, cargo bikes or free minutes.
A cargo bike is a special bike that has a lot of space to transport things. Instead of using a large boot like a car, you can use a cargo bike to transport shopping, bags or children, for example. It is like a normal bike, but there is a large box or basket at the front or rear.

Combining cycling and public transport

Bikes and trains or buses can be easily combined.

- **Take your bike to the train station:** There are often secure parking facilities there, such as bike boxes or large bike car parks.
- **Take your bike on the train:** You can take your bike with you on many regional trains. There are separate areas on the train for this purpose.

Please note: In some cases, you will need an extra ticket for your bike.

Bike properly prepared for the road

A safe bike - what you need to consider

When you buy a bike, make sure that your bike is safe.

A roadworthy bike needs:

- Front (white) and rear (red)**lights**
- **Bell** - so that you can make yourself noticed
- Two functioning **brakes** - one for the front, one for the rear
- **Reflectors:**
front and rear
on the pedals
and on the wheels (2 per wheel)

These items are mandatory.

Only with this equipment is your bike roadworthy.

If something is broken, have it repaired soon.

Because: You are not allowed to ride on the road without a roadworthy bike.

If you are checked by the police, you will have to pay a fine if your bike is not safe.

Child seat

If you want to take a child with you on your bike, you will need a child seat or a bicycle trailer. A child seat is attached to the back or front of the bike - depending on the model.

It is important:

- The seat must be firmly attached to the bike.
- Your child must wear a helmet - even in the child seat.
- Make sure that the child is properly strapped in.
- The bike must be stable and roadworthy.

A child seat is generally suitable for children up to around 22 kilograms - this is also stated on the seat.

Larger children are often better off travelling in a bicycle trailer.

Tip:

Ask the bike shop for a roadworthy bike. Have your bike checked there regularly.

E-scooter

You can hire e-scooters from various companies in Augsburg. The best-known providers are: Tier, Voi, Bolt and Lime.

You need an app from the provider. In the app, you can see where an e-scooter is located. You can hire it there and park it again later.

Rules for riding e-scooters


Please observe these rules when riding an e-scooter:

- You must be at least 18 years old.
- You may only ride on cycle paths or roads.
- Footpaths and pedestrian zones are prohibited.
- You may not ride faster than 20 km/h.
- You may not make phone calls or listen to music while riding.
- Only one person may ride the e-scooter.
- Rental scooters are insured. You do not need your own insurance.

Rules for parking e-scooters

When you no longer need the e-scooter, please park it properly:

- Park it in such a way that no-one can trip or walk past.
- Preferably parallel to the house wall.
- Leave at least 2 metres of space for pushchairs or wheelchairs.
- Do not park the e-scooter on pavements or in front of doors.

 **Important:** There are special parking spaces for e-scooters in the city centre of Augsburg. You may only park your e-scooter in these spaces. The app shows you where these spaces are

located.

Further information

- You do not need a driving licence for e-scooters.
- If you drive or park incorrectly, you may be fined.
- A helmet is not compulsory. But if you wear a helmet, you are better protected in the event of an accident.

Please follow the rules. This will help to ensure that everyone in Augsburg is safe when travelling.

Young people

General counselling

Jugendmigrationsdienst (12 to 27 years)

The Youth Migration Service helps young people who have immigrated to Augsburg. They receive information on various programmes and projects in the city of Augsburg.

Who can contact the Youth Migration Service?

- Children, teenagers and young adults with a migration background aged between 12 and 27
- Parents of children and young people with a migration background
- Institutions and initiatives
- Other people in the young people's environment

💡 It is **important** that you are in Germany legally or on the basis of a tolerated stay permit.

What questions and topics does the Youth Migration Service advise on?

You can ask the Youth Migration Service questions on various topics, e.g:


- How do I learn a foreign language?
- Which school is right for me?
- How does vocational training work?
- How do I find an internship?
- Can I study in Germany?
- How do I apply for a job properly?
- What do I need to bear in mind when dealing with the authorities?
- What leisure activities are there for young people?
- and much more...

The counselling centres offer group services, e.g. tutoring at school, learning German, IT courses, job application training.

 **Counselling is free of charge**

Counselling centres in Augsburg

Jugendmigrationsdienst bei der Diakonie

 [Heilig-Kreuz-Straße 22a, 86152 Augsburg](#)

 [@jugendmigrationsdienst@diakonie-augsburg.de](mailto:jugendmigrationsdienst@diakonie-augsburg.de)

 [+49 \(0\) 82145546950](tel:+49(0)82145546950)

 You can find more information [here](#)

Jugendmigrationsdienst bei Kolping

 [Frauentorstraße 29, 86152 Augsburg](#)

 [@jmd@die-kolping-akademie.de](mailto:jmd@die-kolping-akademie.de)

 [+49 \(0\) 8213443111](tel:+49(0)8213443111)

 You can find more information [here](#)

Keywords: counselling, orientation, information, help for young people, tutoring, support, learning German, language course search, job application training, IT course,

Meeting points

Youth centres and youth centres

Youth centres are meeting places for young people. Young people aged 12 to a maximum of 27 can go there and spend time with other young people. Some youth centres also offer activities for children aged 6 to 11.


What can I expect in a youth centre?

- You will receive counselling and help if you have any questions.
- You can spend your free time there (e.g. table football, sports, games...)
- You can cook there or listen to music.
- You can learn something there (e.g. computer courses).
- You can help organise a youth centre.
- There are projects for young people that deal with politics or culture.
- and much more...

There are youth centres and meeting places for young people in many parts of the city. There's sure to be one near you. You can simply go there. There are adults in the youth centres. If you have any questions or problems, you can talk to them.


Youth centres in Augsburg

#dreizehn

 [Von-Parseval-Straße 20a, 86159 Augsburg](#)

@dreizehn@sjr-a.de

 [+49 \(0\) 82120712554](tel:+49(0)82120712554)


 [+49 \(0\) 1725155082](tel:+49(0)1725155082)

 <https://files.stadtjugendring-augsburg.de/jugendh...>

b-box - Spiel- und Sporttreff Herrenbach


 [Herrenbachstr. 41, 86161 Augsburg](#)

@b-box@sjr-a.de

 [+49 \(0\) 1731739737](tel:+49(0)1731739737)


 <https://files.stadtjugendring-augsburg.de/jugendh...>

Jugendtreff Café Unfug

 [Neuburger Straße 185, 86167 Augsburg](#)

@cafe-unfug@sjr-a.de

 [+49 \(0\) 82120713235](tel:+49(0)82120713235)

 [+49 \(0\) 1725745889](tel:+49(0)1725745889)


 <https://files.stadtjugendring-augsburg.de/jugendh...>

fabrik - Jugendhaus Lechhausen

 [Schackstraße 40c, 86165 Augsburg](#)

@fabrik@sjr-a.de

 [+49 \(0\) 8217291912](tel:+49(0)8217291912)

 [+49 \(0\) 15254564374](tel:+49(0)15254564374)

 <https://files.stadtjugendring-augsburg.de/jugendh...>

Jugendhaus H2O

[📍 Zollernstr. 41, 86154 Augsburg](#)

[@h2o@sjr-a.de](#)

[☎ +49 \(0\) 821412727](#)

[☎ +49 \(0\) 1725672761](#)

[🌐 https://files.stadtjugendring-augsburg.de/jugendh...](#)

kosmos - Jugendhaus Univiertel

[📍 Anna-German-Weg 1, 86159 Augsburg](#)

[@kosmos@sjr-a.de](#)

[☎ +49 \(0\) 82145527820](#)

[🌐 https://files.stadtjugendring-augsburg.de/jugendh...](#)

juze am schlössle

[📍 Stadtbergerstraße 19, 86157 Augsburg](#)

[@schloessle@sjr-a.de](#)

[☎ +49 \(0\) 821522241](#)

[🌐 https://files.stadtjugendring-augsburg.de/jugendh...](#)

netage - Internettreff

[📍 Drei Auen Platz 1, 86154 Augsburg](#)

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[☎ +49 \(0\) 8214190660](#)

[☎ +49 \(0\) 1712661574](#)

[🌐 https://files.stadtjugendring-augsburg.de/jugendh...](#)

oase - Freizeitsportanlage Oberhausen

[📍 Wiesenstraße 9, 86153 Augsburg](#)

[@die_oase@sjr-a.de](#)

[☎ +49 \(0\) 821425294](#)

[🌐 https://files.stadtjugendring-augsburg.de/jugendh...](#)

r33 - Jugendhaus Kriegshaber

[📍 Rockensteinstraße 33, 86156 Augsburg](#)

[@r33@sjr-a.de](#)

[☎️ +49 \(0\) 821240020](#)

[🌐 https://files.stadtjugendring-augsburg.de/jugendh...](#)

südstern - Jugendtreff Haunstetten

[📍 Hofackerstr. 19, 86179 Augsburg](#)

[@suedstern@sjr-a.de](#)

[☎️ +49 \(0\) 82120811480](#)

[🌐 https://files.stadtjugendring-augsburg.de/jugendh...](#)

Villa - Jugendzentrum Mitte

[📍 Kanalstraße 15, 86153 Augsburg](#)

[@villa@sjr-a.de](#)

[☎️ +49 \(0\) 821515544](#)

[🌐 https://files.stadtjugendring-augsburg.de/jugendh...](#)

JuZe - Evangelisches Jugendzentrum Göggingen

[📍 Friedrich-Ebert-Str. 20, 86199 Augsburg](#)

[@Gert.Jaeger@elkb.de](#)

[☎️ +49 \(0\) 82165054781](#)

[🌐 https://www.ej-goeggingen.de/](#)

Jugendhaus Alte Schule Hochzoll

[📍 Friedberger Str. 143, 86163 Augsburg](#)

[@jugendhaus@alteschule-hochzoll.de](#)

[☎️ +49 \(0\) 82166106174](#)

[☎️ +49 \(0\) 1716875895](#)

[🌐 https://www.alteschule-hochzoll.de/](#)

Jugendtreff im Kinder- und Jugendhaus Leimbau

[📍 Mittenwalder Str. 31, 86163 Augsburg](#)

@lehmbau.augsburg@elkb.de

[+49 \(0\) 8215431100](tel:+49(0)8215431100)

<https://www.jugendhaus-lehmbau.de/angebote/jugend...>

Café Schülertreff

[Auf dem Kreuz 15, 86152 Augsburg](#)

@info@cafeschuelertreff-bdkj.de

[+49 \(0\) 821517264](tel:+49(0)821517264)

<https://cafeschuelertreff-bdkj.de/de/>

Help with problems

Stress with the police?

Sometimes things go wrong: you may have been reported to the police or the police may be investigating you. This can be scary or confusing - especially if you don't know exactly what is happening.

💡 Important: You are not alone. There are people who can help you - for example the counselling centre Jugendhilfe im Strafverfahren or the Brücke e.V. association.

Fachbereich Jugendhilfe im Strafverfahren Amt für Kinder, Jugend und Familie

- Have you come into conflict with the law?
- Are you between 14 and 21 years old?
- You don't know what to expect in the further proceedings?
- Are you worried about your future?

Then come to our open consultation hours - we will advise you!

💡 **Counselling is free of charge.**

When?

📅 Every Thursday: 14:00 -16:00
(without registration)

Where?

[Halderstraße 23, 86150 Augsburg](#)
(on the ground floor)

Fachbereich Jugendhilfe im Strafverfahren

@jugendhilfe-im-strafverfahren@augsburg.de

 [+49 \(0\) 8213242956](tel:+49(0)8213242956)

BRÜCKE e.V. Augsburg

Have you received an instruction from the judge or the public prosecutor's office? Then get in touch with BRÜCKE e.V.


An instruction is an order - i.e. a clear rule - from the court or the public prosecutor's office. This means: You have to do something specific or not do something specific.

For example:

- You must go to counselling sessions at a counselling centre.
- You are not allowed to meet certain places or people for a certain period of time.
- You have to do community service.

You are often given a directive if you have been in conflict with the law - for example, if you have committed a criminal offence.

The instruction is intended to help you so that you don't do something like that again.

 Important: If you do not comply with the instruction, you may get into trouble - for example, a more severe punishment.

Brücke e. V.

 [Gesundbrunnenstraße 3, 86152 Augsburg](#)

 info@bruecke-augsburg.de

 [+49 \(0\) 8214554000](tel:+49(0)8214554000)

 <https://www.bruecke-augsburg.de/>

Keywords: police, stress, problems, help, punishment, court, youth court, advice, public prosecutor's office, charge, court hearing, statement


Problems at school?

Everyone has problems from time to time. Sometimes they are small, other times they are big. The important thing is how we deal with the problems. There is always a solution. Talking to someone you trust can help. There are many counselling centres in Augsburg that can help you. There are also counselling services in schools for pupils who have questions or problems.

Do you have problems at school? Do you have questions? That could be ...

- Bullying
- Difficulties with learning

- Difficulties with teachers or pupils
- Questions about school career and school qualifications
- Inclusion at school
- Personal problems

 **If you have problems at school or personal problems, talk to someone about them.** It could be your friends, parents, teachers or counsellors at a counselling centre. There are also emergency telephones. They will listen to you and work with you to find a solution. Check your school to see if there is a counselling service there. Every school has different counselling services.


Who can help you?


- Teachers you trust
- Teachers you trust
- Counselling teachers
- School social workers
- School psychologists
- Staff at a counselling centre
- Emergency telephones

 **The conversation is confidential**


Counselling centres in Augsburg

Schulpsychologische Beratungsstelle für Grund- und Mittelschulen

 [Grottenau 1, 86150 Augsburg](#)

 You can find contact details [here](#)

School psychologists for Realschule and Gymnasium

 [+49 \(0\) 821509160](#)

 [@sbsch@as-netz.de](mailto:sbsch@as-netz.de)

 You can find more information [here](#)

Counselling teacher for primary and secondary schools


 Birgitt Kornmann

 [+49 \(0\) 8213249430](#)

 [@Birgitt.Kornmann@augzburg.de](mailto:Birgitt.Kornmann@augzburg.de)


 You can find more information [here](#)

Jugendmigrationsdienst

 You can find all information about Jugendmigrationsdienst [here](#)

Educational support for pupils from refugee accommodation centres


 Marishal Tucker


 [+49 \(0\) 1621707384](tel:+49(0)1621707384)

 marishal.tucker@diakonie-augsburg.de

Tutoring

Sometimes you don't understand a subject well, for example maths. Then you need someone to explain this school subject to you. Some schools have teachers or special programmes for this. Tutoring is an offer for pupils. Tutors can help you consolidate your knowledge of a subject. You also learn how to study well. This can help you to learn. You can ask your school or a counselling centre what services are available to you.

 The Office for Social Services offers benefits for education and participation and can cover the costs of tutoring.

 You can find information on education and participation [here](#)

Keywords: counselling, youth, problems, need help, bullying,

Youth addiction counselling - help with addiction problems

Some young people drink too much alcohol, take drugs or are often on their mobile phones or gambling. If you realise that you or someone around you is not feeling well, it is important to get help. The youth addiction counselling service in Augsburg is there for you - confidentially and free of charge.


Who can contact the youth addiction counselling service?

- The youth addiction counselling service in Augsburg helps teenagers and young adults - especially if they are between 14 and 18 years old.
- The help is for anyone who has an addiction problem or is about to become addicted. Parents, friends or other relatives can also get help.

For example, you can get in touch if you are asking yourself these questions:

- Do I drink alcohol too often?
- Do I smoke too much pot?
- Do I no longer have my mobile phone or gambling under control?
- Am I worried about a girlfriend or boyfriend?
- How can I talk to my parents about this?


The counsellors will listen to you and help you - without any pressure. First there is a counselling interview. Then the centre will help you further and arrange suitable support.

 You can contact the youth addiction counselling service by phone from Monday to Thursday.

Jugendsuchtberatung

 jugendsuchtberatung@augzburg.de

 [+49 \(0\) 82132434476](tel:+49(0)82132434476)

 You can find more counselling centres on the subject of addiction [here](#)

Special life situations

Procedural guides - counselling for young people with disabilities

The procedure guides are aimed at young people with disabilities. They provide advice on all questions relating to integration assistance. They help to find suitable help.

 The counselling is independent, confidential and free of charge.

What do the procedure guides do?

Integration assistance is often opaque and complex for those affected. The procedure guides offer orientation here.

- They provide information on what help and services are available.
- They provide support in the search for suitable assistance.
- They help with the application process.
- They refer people to the relevant institutions (e.g. rehabilitation centres).
- They accompany you through the entire process (they also accompany you to appointments).
- They support affected persons so that they can exercise their rights.


Who can contact the procedure guides?

- Young people with a disability up to the age of 27
- Young people who are at risk of becoming disabled
- Families
- Foster parents
- Legal carers


Contact us

Amt für Kinder, Jugend und Familie

Stadt Augsburg - AKJF


 [Halderstr. 23, 86150 Augsburg](#)

@verfahrenslotse.akjf@augzburg.de

 [+49 \(0\) 82132464585](tel:+49(0)82132464585)

Room E09 (entrance through the post office on the ground floor)

[@Encrypted contact form](#)

 You can find more information [here](#)

Interesting to know...

Your rights as a young person

What am I allowed to do - what is forbidden?

When you are young, special rules apply to you. Some things you can decide on your own, others you need help with from adults. Here you can find out what you are allowed to do - for example, when shopping, in contact with the police or when it comes to alcohol and drugs. This way you know your rights and know what is allowed and what is not.

Shops and contracts

- If you are between 7 and 17 years old, you are only allowed to buy small things on your own - for example, an ice cream or a book.
- Contracts, such as a mobile phone contract, can only be made with your parents' consent.
- If you are 18 years old, you can decide everything yourself.

Police

If you are approached or questioned by the police:

- You don't have to say everything. You can remain silent.
- You may speak to your parents or a lawyer.
- You should always have your ID with you.
- Do not sign anything without an adult present.
- If you are under 18, you can say: "Please call my parents."
- If the police want to search you or your belongings, you can ask:
 - "Why?" - i.e. what suspicion exists.
 - "What is your service number?" - This is the police officer's number.

 Are you having "stress with the police" and need help? You can find information [here](#)

Alcohol and smoking

- If you are under 16 years old, you are not allowed to drink alcohol.
- From the age of 16: You may drink beer, wine or sparkling wine.

- From the age of 18: You may also drink other, stronger types of alcohol.
- Smoking (cigarettes, tobacco) is only permitted from the age of 18 - even in pubs or on the street.
- Adults are not allowed to give you alcohol or tobacco if you are under 18. This is a criminal offence.

Drugs

- Prohibited drugs are for example: speed, LSD, ecstasy.
- It is forbidden to possess, manufacture, sell or give such drugs to others.
- If you are under 18, you are not allowed to consume cannabis.
- **You are not allowed to drive a car or cycle under the influence of drugs - this is dangerous and illegal.**

💡 Do you take drugs? Do you need help? The [youth addiction counselling](#) service can help you.

You can find more counselling centres [here](#)

Important rights for young people

Right to protection

- Nobody is allowed to hurt you.
You have the right to be safe - at home, at school and everywhere.
Nobody is allowed to hit you, insult you or scare you.
- If something happens to you:
Talk to someone you trust, for example a teacher or a counselling centre.

💡 You can find information about counselling centres [here](#)

Right to school and education

- You have the right to learn something.
You are allowed to go to school and do an apprenticeship.
School should help you to be well prepared for life.
- Even if you have made mistakes (e.g. in the law):
You still have a right to education.

Right to an opinion

- You are allowed to say what you think.
If something concerns you, you are allowed to express your opinion. Adults should listen to you.
- But:
Speak honestly and respectfully. You must not lie or insult others.

Right to privacy

- Your mobile phone, your room and your thoughts belong to you.
No one may simply search your mobile phone or read your diary.
- Exception:
If a court or the police have a reason, they are allowed to look at your things - but not just like that.

Right to help

- If you have problems, if you are not feeling well, you can get help.
You can talk to someone if you are worried - at home, at school, with friends or with yourself.
- You can turn to: Counselling centres, teachers, youth welfare offices, doctors.
- Nobody should say: "Don't behave like that."
Your problems must be taken seriously.

Right to free time

- You have the right to free time.
You can relax, play, do sport or meet friends.
- But:
Free time doesn't mean that you don't have to do anything.
You should help out at home - e.g. with cooking, tidying up or taking out the rubbish.
- The important thing is that your free time, school and household should be balanced.

Right to health

- You have the right to live a healthy life.
If you are ill, you can go to the doctor.
You also have the right to a good diet, exercise and rest.
- From a certain age:
You can even go to the doctor on your own, without your parents - for example, if you have mental health problems or questions about contraception.

Right to equal treatment

- Everyone is worth the same.
No matter where you come from, what colour your skin is, who you love or what you believe in - you must not be treated less favourably.
- If you feel you are being treated unfairly:
Then you can defend yourself and seek help.

💡 Have you experienced discrimination? Would you like to talk about it? You can find information on counselling [here](#)

💡 Important: Some rights change with age. From the age of 14, 16 or 18, you can make more decisions - but you also have more responsibility.

Advice on legal issues

There are advice centres that can answer your questions about legal matters.

Legal advice centre "know your rights"

Every second Wednesday (every even calendar week) there is a legal advice session at tip. Lawyers answer your questions and give you tips. This is an initial legal consultation, the lawyers do not take on cases and do not represent you in court.


- **When:** every 2nd Wednesday (every even calendar week), 3-5 pm
- **Where:** City library centre, 2nd floor, tip
- **Who:** Young people aged 14 to 26 inclusive
- **Topics:** all legal topics
- **Registration:** Not necessary! Just turn up!!!

 Counselling is free and anonymous.

tip-Jugendinformation Augsburg | Stadtjugendring Augsburg (SJR)

 [Ernst-Reuter-Platz 1, 86150 Augsburg](#)

 [@tip@sjr-a.de](mailto:tip@sjr-a.de)

 [+498214552256](tel:+498214552256)

 <https://www.jugendinformation-augsburg.de/>

Social and legal counselling for students


- **Appointments:** Tuesday, Wednesday, Thursday by appointment.
[Make an appointment online](#)
- **Topics:** Problems with the part-time employer, the landlord or an online purchase.
- Expectant parents and students with children also receive legal advice.

 You can find more information [here](#)

Sozial - und Rechtsberatung | B!ST Beratung im Studierendenwerk

 [Bürgermeister-Ulrich-Straße 152, 86179 Augsburg](#)

 [@bist@stw-a.de](mailto:bist@stw-a.de)

 [+4982199965505](tel:+4982199965505)

Age of majority

Young people long to come of age. Finally being able to decide everything for themselves is nice, but it also has consequences. Adults are responsible for their own decisions and actions.

Adults have certain rights and obligations. You can find some information on this here.

When are you of legal age in Germany?

- You are of legal age at the age of 18.

What changes when you reach the age of majority?

- You are considered an adult.
- You have the rights and obligations of an adult.
- Your parents are no longer your legal guardians.

What does that mean exactly?

Rights and duties affect different areas. Some things will change for you at school, at work or in criminal law.

School

- You represent yourself in all school matters
- You can sign apologies and reprimands yourself

Working hours and the Youth Labour Protection Act

- You no longer work under the Youth Labour Protection Act.
- You may work longer than 40 hours per week.
- You are allowed to work on Saturdays and Sundays.
- You are allowed to work in shifts and do piecework.

Insurance

- When you start working, you must have your own insurance. For example, your own health insurance.
- You can only stay on family insurance if you are still at school, doing vocational training or studying.

Marriage age

- You can get married if your partner is also of legal age.

Driving licence

- Young people can get a driving licence at the age of 17. However, they may only drive a car if accompanied by an adult.
- As soon as you are of legal age, you can also drive on your own.

Legal capacity

- You can carry out legal transactions yourself. This means, for example, that you may conclude contracts.

Law on the protection of young people in public

- At the age of 18, you can stay out as long as you like
- You can watch any film, read any magazine or play video games.

Criminal law


- From the age of 18, you are responsible for your own actions and are fully criminally liable. This means that if you commit a criminal offence, you can be convicted and punished for it.

Right to vote

- Do you have German citizenship? You can vote from the age of 18. This allows you to take part in important decisions.

Home

- You can move out of your home at the age of 18.
- Flats in Augsburg are expensive. Think about whether you have enough financial means to do so.

 You can also find lots of information about coming of age on the [website of the consumer advice centre](#)

Children and family

Pregnancy and Childbirth

Counselling centres - Pregnancy and birth

Would you like to have a baby? Are you already expecting a baby?

- Do you have lots of questions?
- Do you want to do everything right during pregnancy?
- Do you want to prepare well for the baby?
- Are you unintentionally pregnant and don't know what to do?

Then go to a counselling centre. The counselling centres will support you before and after the birth. The counsellors will be happy to help you.

What support can you get at a counselling centre?

- They will advise you on family planning and contraception.
- They will help you if you have medical questions.
- They will support you with financial questions.

- They can answer your questions about legal matters.
- They support you in the event of separation and divorce during pregnancy.
- They will help you with unwanted pregnancies.
- They can show you other counselling options.
- and much more ...

💡 Counselling is **free of charge and anonymous** if you wish.

The following institutions and counselling centres are available in Augsburg

Stadt Augsburg Counselling centre for pregnancy issues

📍 [Hoher Weg 8, 86152 Augsburg](#)

☎ [08213242049](tel:08213242049)

✉ [@schwanger.gesundheitsamt@augzburg.de](mailto:schwanger.gesundheitsamt@augzburg.de)

🌐 You can find more information [here](#)

pro familia Augsburg e.V.

📍 [Hermanstraße 1, 86150 Augsburg](#)

☎ [08214503620](tel:08214503620)

✉ [@augsburg@profamilia.de](mailto:augsburg@profamilia.de)

🌐 Weitere Informationen finden Sie [hier](#)

Donum Vitae in Bayern e.V.

📍 [Volkhartstraße 5, 86152 Augsburg](#)

☎ [08214508888](tel:08214508888)

✉ [@augsburg@donum-vitae-bayern.de](mailto:augsburg@donum-vitae-bayern.de)

🌐 Weitere Informationen finden Sie [hier](#)

Sozialdienst Katholischer Frauen e.V.

📍 [Am Katzenstadel 1, 86152 Augsburg](#)

☎ [08214208990](tel:08214208990)

✉ [@schwangerenberatung.augsburg@skf-augsburg.de](mailto:schwangerenberatung.augsburg@skf-augsburg.de)

🌐 Weitere Informationen finden Sie [hier](#)

Keywords: Advice centre for pregnancy issues, questions about pregnancy, state-approved advice centre,

Before the birth

Pregnancy


- Are you expecting a baby?

- You don't know if you are pregnant?
- Are you wondering whether your unborn child is healthy?
- Are you having problems with your pregnancy?

Of course you can take a pregnancy test from the chemist or pharmacy first.

- You want to be absolutely sure?
- Your test is positive?

In that case, go to a gynaecologist. Preventive examinations are very important for the health of mother and child. Your gynaecologist will give you an Mutterpass. The Mutterpass contains all the information about your pregnancy. You can see what a maternity pass looks like [here](#)


 More about pregnancy in different languages [here](#)

No health insurance?

Please go to a pregnancy counselling centre. The counsellors will work with you to find a solution.

Are you looking for advice and support? Do you have legal, medical or financial questions?

Then go to a counselling centre. You can get free counselling here. Even anonymously.

 You can find counselling centres in Augsburg in the Integreat under [Counselling centres - Pregnancy and birth](#)

Do you already have a baby and have questions?

The counselling centres are also there for you after the birth.

Keywords: pregnancy, pregnancy counselling centres, maternity pass, check-ups


Maternal and child health during pregnancy

Expectant mothers have the right to medical and health care.

- Your period (monthly female bleeding) is not coming?
- You could be pregnant?
- A pregnancy test from the drugstore shows that you are pregnant?
- Would you like to know if the pregnancy is going well?

Then make an appointment with your gynaecologist.

 **Important!** Are you pregnant or suspect you are? **Don't drink alcohol!**

 The [video](#) explains more about the consequences of alcohol during pregnancy for the child. Your child will suffer for life.

Alcohol damages the unborn child even in the smallest quantities!

What medical care is available?

Gynaecologists (gynaecologists)

Gynaecologists can tell you for sure whether you are pregnant. They will accompany you through your pregnancy. They will carry out preventive examinations. These examinations serve to protect the mother and the unborn child.

You will receive a Mutterpass from the gynaecologist's practice. You always carry this with you. The Mutterpass contains information about the due date and the check-ups. You can find a sample for Mutterpass in English [here](#)

What is a maternity pass?

The Mutterpass is a small booklet. It contains all the important information about your pregnancy, such as doctor's appointments and examination results. This enables the doctors to monitor your pregnancy closely. They can see how your child is developing. They can see whether the mother is healthy. If there are any problems, they can then help more quickly.

Midwives: Support before, during and after the birth

Midwives are specially trained. They accompany women throughout their pregnancy. Midwives are also authorised to carry out preventive examinations. Midwives look after the well-being of mother and child. They look at what the expectant mother needs. When the baby is born: the midwife helps the mother to take on the role of mother. Midwives often also offer courses to prepare for the birth.

Don't have health insurance?

There are also solutions to help you and your baby get through the pregnancy safely. Go to a counselling centre for pregnant women.

💡 You can find counselling centres in the Integreat app under [Counselling centres - Pregnancy and birth](#)

💡 **Tip:** You can find a guide to maternal health in 7 languages [here](#)
There you will find valuable tips on all aspects of pregnancy.

Keywords: pregnancy, midwife, birth, antenatal care, gynaecologist, mother, baby, advice centre,


Unplanned pregnancy

Help! I'm pregnant and I don't want this. What now?

- You didn't plan a pregnancy?
- Are you unintentionally pregnant?
- You don't know what to do?
- You don't want anyone to know about the birth?

- Are you scared?
- You don't know what to do with a child?
- You don't want the child?

You can call the helpline. You can get counselling there in a total of 18 languages.

 It is anonymous and free of charge.

Hilfetelefon for pregnant women in need

 [08004040020](tel:08004040020)

You don't want a child?


There are solutions here too. You are not alone. Get help from a counselling centre as soon as possible. The counsellors will help you to find the right path for you. The counsellors will explain various options to you. You make the decision.


Even if you are currently unable to have a child, you can still give the child the gift of life. There are also various ways to do this. It is also possible to terminate a pregnancy in the first few weeks. To do this, you must fulfil certain requirements. The counsellors will provide you with all the important information. They can also put you in touch with other organisations.

 Counselling is free and anonymous.

State-recognised pregnancy counselling centres in Augsburg

Stadt Augsburg Counselling centre for pregnancy issues


 [Hoher Weg 8, 86152 Augsburg](#)


 [08213242049](tel:08213242049)

 schwanger.gesundheitsamt@augzburg.de

 You can find more information [here](#)

pro familia Augsburg e.V.


 [Hermanstraße 1, 86150 Augsburg](#)


 [08214503620](tel:08214503620)

 augzburg@profamilia.de

 You can find more information [here](#)

Donum Vitae in Bayern e.V.

 [Volkhartstraße 5, 86152 Augsburg](#)

 [08214508888](tel:08214508888)

 augzburg@donum-vitae-bayern.de

 You can find more information [here](#)

Keywords: pregnancy issues, confidential birth, anonymous birth, termination of pregnancy, abortion, baby window


Pregnant women in need

Are you pregnant and in a difficult situation?

- Are you in a difficult financial situation?
- Are you alone?
- Are you hiding your pregnancy?
- You are pregnant and don't know what to do...

Then call the **helpline for pregnant women in need**.


There you will receive confidential counselling in a total of 18 languages.

 [08004040020](tel:08004040020)

 **Counselling is free and anonymous.**

Are you looking for personal counselling?

You can contact the counselling centres in Augsburg. The counsellors will be happy to help you. They will work with you to find a solution.

 You can find the counselling centres in the Integreat app under [Counselling centres - Pregnancy and birth](#)

Keywords: pregnancy, pregnant, pregnancy counselling, baby, abortion, termination of pregnancy, family, woman, mother


Maternity protection

Are you expecting a baby and are working, training or studying?

In this case, there is special protection for expectant mothers in Germany: Mutterschutz. The Mutterschutz is designed to protect the expectant mother and the unborn child from danger.

This means, for example:


- You must not carry out any work where there is a high risk of an accident occurring (increased risk of accident)
- You must not work with substances that are hazardous to health.
- If you are not allowed to work (employment ban), you will continue to receive money
- You have special protection against dismissal.


 Pregnant women are not obliged to inform their employer of their pregnancy immediately. As long as the employer does not know about the pregnancy, you have no maternity protection.

When does maternity protection begin?

As an employee you can:

- 6 weeks before the birth and up to 8 weeks after the birth to go to Mutterschutz (this means you do not have to work during this time).


 You can find lots of information about Mutterschutz [here](#)

 Information in several languages on the topic of "maternal health" can be found [here](#)

Do you still have questions?

- Would you like to find out more about Mutterschutz?
- You don't know whether you are entitled to maternity benefit?
- Where can I get financial support?
- What benefits can I apply for?

Then go to an advice centre. The counsellors will be happy to help you.

 You can find advice centres in the Integreat app under [Advice centres - Pregnancy and birth](#)

Keywords: mother protection, pregnancy advice centre

Birth - a baby is born

Birth

A child is born. You are looking forward to it. But the birth is also stressful. It can be an easy birth, or it can cause problems. That's why it's important to be well looked after by specialists. They help to ensure that the child is born safely. The pain during labour can be reduced.

 Talk to your gynaecologist or midwife about the birth.

Maternity clinic


A maternity clinic will provide medical assistance for you and your child. You will also receive a certificate of birth (birth certificate) at the clinic.

There are:

- Midwives and doctors
- Information about the birth
- Courses for pregnant women (e.g. antenatal classes, yoga)
- Information on breastfeeding
- Courses on proper baby care (infant care)
- Help with high-risk births
- Help for the mother
- Help for babies born prematurely
- Help for sick babies
- Care for the mother after the birth (aftercare)
- Family pilots

In Augsburg there are 2 clinics with their own birth area


Universitäts-Klinikum Augsburg

 [Stenglinstr. 2, 86156 Augsburg](#)

 You can find more information [here](#)

KJF Klinik Josefinum gGmbH

 [Kapellenstraße 30, 86154 Augsburg](#)

 [082124120](#)

 You can find more information [here](#)

Familien-Losten: Further support services in the clinic


A guide is someone who puts you on the right path. Familien-Lotsen will help you if you have any questions about the baby. They will help you in your new role as a mum or dad.

The first few days and weeks with a baby can be very stressful.

- Do you want to do everything right? But the baby just cries?
- Are you sad? The child is a stranger to you? Is everyone talking about motherly love?


These feelings happen. There are people who can help you. Go to a counselling centre.

Familien-Lotsin on Universitäts-Klinikum Augsburg

 [08213244306](#)

@Fruehehilfen-west@augsburg.de


Familien-Lotsin on Josefinum

 [082124126895](#)

@Fruehepraevention@kinderzentrum-augsburg.de

No health insurance?

The birth is imminent. What now? Contact a pregnancy counselling centre. A solution will be found.

 You can find counselling centres in the Integreat app under [Counselling centres - Pregnancy and birth](#)

In an emergency

- The baby wants to be born prematurely?
- Are you in severe pain?
- Have you fallen?
- Has your waters broken? (Is everything wet down there?)

This is an emergency! Call  [112](#) .


Keywords: birth, high-risk pregnancies, pregnancy advice centre, family guides, clinic, midwife, gynaecologist, birth certificate, maternity clinic, gynaecologist

What do I have to do after the birth? - Applications and authorities

Your baby is here? Don't know what you need to do?

- Which offices and authorities do I need to contact?
- What help / money can I apply for?
- Where do I register my child?

Then go to a counselling centre. The counsellors will help you with all your questions.


 You can find the advice centres in the Integreat app under [Advice centres - Pregnancy and birth](#)

Where can I get a birth certificate?


Every child needs a birth certificate. You can get one at the registry office.


You will need to bring the following documents with you:

- Your own identity card
- the child's birth certificate
- Marriage certificate (if you are married)


 You must make an appointment for this. The certificate costs approx. 12 euros (**as of May 2024**).

Standesamt Stadt Augsburg

 [Maximilianstraße 69, 86150 Augsburg](#)

 [0821324872](tel:0821324872)

 @geburten@augzburg.de

 You can find more information about the registry office [here](#)


First equipment for the baby


- Are you pregnant and have a mother's passport?
- Do you receive money from the job centre or social benefits office?

Then you can **apply for additional needs and** initial equipment.

If you are approved (positive decision), you will receive:

- a voucher for a pram (during pregnancy, approx. 7th month)
- Voucher for baby clothes (4-6 weeks after the birth) - birth certificate required

 **Important:** Make the application first. Then you can buy the items (including special clothing for pregnant women). Keep the sales slips (receipts).


 You can find more information on financial aid [here](#)

Financial support for families

There is financial assistance for families with children in Germany.


Kinder-Geld


- Does one of the child's parents live and work in Germany?
- Then you can apply for child benefit.
- You must fulfil certain requirements.

 You can find more information in 11 languages [here](#)

Eltern-Geld

- There is the Eltern-Geld in Germany.
- You must fulfil certain requirements.


 You can find more information in 11 languages [here](#)

 You can also find information on parental allowance [here](#)


Who can help with questions?

- What can I apply for?
- Which forms do I have to fill in?
- What requirements do I have to fulfil?


Go to a pregnancy counselling centre. The counsellors will be happy to help you.


 You can find the counselling centres in the Integreat app under [Counselling centres - Pregnancy and birth](#)

Special counselling centres for immigrants can also help you.

 You can find counselling centres for immigrants in the Integreat app under [Counselling centres](#)

Further information

 Here you will find a [checklist](#) of what you need to do after the birth.

 You can also find out more about financial aid for families in the [infotool](#)

Keywords: birth certificate, birth certificate, Diakonie, Caritas, parents' money, children's money, mother's passport, social benefits office, pregnancy advice

centres, baby clothes, initial equipment, job centre, social benefits office

The first months with a baby

A baby is here. That means a big change. It has its own needs.

Do you want to take good care of your baby and have questions?

- What is the right food for my baby?
- How can I play with my baby?
- How do I make my home safe for the baby?
- The baby cries a lot? I don't know why?
- The baby is vomiting? It has a tummy ache? It's not sleeping?
- Everything is too much for you? Are you overwhelmed?
- Are you looking for contact with other parents?
- Are you looking for a playgroup?

Go to a counselling centre. The counsellors will be happy to help you.


 **The services are free of charge**

Offers in Augsburg

Herzlich willkommen Augsburger Kinder


You will receive a letter with information about the programme. On request, a paediatric nurse will visit you at home. She will answer your questions and help you with any problems. This makes life with a baby easier.

"Herzlich Willkommen Augsburger Kinder" is a programme for families with babies aged 4 months and over who live in Augsburg.

 You can find more information about the programme in the Integreat app under [Home visits for families with babies](#)

Frühe Hilfen and KoKi (coordinating child protection)

A baby grows. Its wishes, needs and abilities change. The counsellors at Frühe Hilfen / KoKi will be happy to help you. They will explain what is changing in your child. They will answer your questions and help with problems, e.g. if your baby is developing more slowly than other children. Early help and support are important. Go to a counselling centre.

 You can find information and addresses in the Integreat app at [Frühe Hilfen / KoKi](#)

 You can also find more information [here](#)

Keywords: Early help / Koki; Coordinating child protection; Welcome, Augsburg children, Parenting, Child sick, Playing with baby,

Home visits for families with babies

Do you have a baby and lots of questions? Do you want to take good care of your baby? There are paediatric nurses who can help you. The paediatric nurses from "Herzlich Willkommen Augsburg Kinder" will visit you at home. It is a service offered by the city of Augsburg.

Who is the service aimed at?

"Herzlich Willkommen Augsburg Kinder" is a service for families with babies aged four months and over who live in Augsburg.

What exactly can you expect?

You will receive a letter with an appointment when your child is around four to seven months old. The paediatric nurse will come to your home. You can talk to her about various topics, e.g:

- How is my baby developing?
- What is important when it comes to feeding?
- My baby doesn't want to eat. What can I do?
- What can I do if my baby is teething?
- My baby cries a lot. What can I do?
- Is media healthy for a baby?
- What should I do if my child sleeps restlessly?
- What games can I play with my baby?
- Where can I find a playgroup?
- What programmes are there for young families?
- Can I go swimming with my baby?
- and much more ...


You will also receive vouchers for the zoo, botanical gardens and a visit to the swimming pool.

Have you not yet received a letter and have questions?


You can contact the paediatric nurses. They will be happy to help you.

Contact us

Welcome Augsburg children

 [082132434303](tel:082132434303) or [082132434244](tel:082132434244)

 [@jungefamilien@augzburg.de](mailto:jungefamilien@augzburg.de)

 You can find more information [here](#)

Keywords: baby, newborn, young parents, mother, father, infant, toddler, young children, breastfeeding, supplementary feeding, childcare, development, dental care

Childcare

Find a childcare place - the all-day and daycare centre portal

If you would like a place in a daycare centre, you must register your child in the [all-day and daycare portal](#).

Unfortunately, pre-registration does not mean that every child will get a childcare place. This is often not due to a lack of childcare places, but usually due to a lack of qualified staff.

💡 It is better to make your childcare centre registration by New Year's Eve of the previous year at the latest in order to be "over-punctual".

Important information on the [all-day and daycare centre portal](#):

- You must register online for a daycare centre place or a childcare place for primary school children in the all-day and daycare centre portal.
- You will need a valid e-mail address for this.
Examples: gmail.com, gmx.de, web.de, T-Online.de, Yahoo.de, etc.
💡 **Read your emails every day!**
- The all-day and day-care centre portal will send you emails in future (sender: noreply.augsburg@kitaplaner.de).
- If you are accepted for a place at a daycare centre, the all-day and daycare portal will send you the information by e-mail.
💡 **You have 10 days to accept the confirmation!**
📱 Here you can find the instructions: [How do I accept the confirmation with my smartphone?](#)
📺 You can find an explanatory video here: [How do I accept a commitment?](#)

Notes on registration

- Is your child between 0-3 years old? Select "**Crèche**"
- For children from 3 years old until they start school, select "**Kindergarten**"
- For children from 1st grade, select "**School child**"
- For children in the last year of kindergarten (pre-school), there are also "[WelcomeSchools](#)"
📱 You can find more information about "[WelcomeSchools](#)" in the app

💡 Children aged 0-3 years are also very suitable for **care by childminders**.

Are you interested? Please get in touch:

📧 [@fachberatung.kindertagespflege@augzburg.de](mailto:fachberatung.kindertagespflege@augzburg.de)

📱 You can find more information on this in the app under [Child day care](#)

When do I have to register my child in the [all-day and daycare centre portal](#)?

- The main registration period for crèche and kindergarten is always January and February of each year. All-day care for school children can be pre-registered until the end of March.

- We strongly recommend that you specify 01 September of a year as the start date.

Examples:

- **Registration in January and February 2026 for the start date 01.09.2026**
- **Registration in January and February 2027 for the start date 01/09/2027**
- **Registration in January and February 2028 for the start date 01/09/2028**

How does registration in the [all-day and daycare portal](#) work?

You can find lots of information about the [all-day and daycare centre portal](#) on the [City of Augsburg website](#)

The Office for Child Day Care has created aids for you. These are explanatory videos and instructions. They will help you to register in the all-day and day-care centre portal.

Explanatory videos

The explanatory videos are available in two formats: One format if you watch the video on your smartphone (mobile version). One format if you watch the video on your computer (desktop version).

- How do I create a user account? ([mobile version](#))([desktop version](#))
- How does bookmarking work?([mobile version](#))([desktop version](#))
- How do I accept a commitment? ([Mobile version](#))([Desktop version](#))

Step-by-step instructions on the following topics

- [How do I create a user account with my smartphone?](#)
- [How do I make a reservation for a childcare place using my smartphone?](#)
- [How do I log into the all-day and daycare centre portal on my smartphone?](#)
- [How do I accept the confirmation with my smartphone?](#)

Do you need support with technical questions and problems?

If you have technical problems with the [all-day and daycare centre portal](#), please contact the support team. The advisors will help you with technical questions. They will explain how you can create an account or make an entry in the [all-day and day-care centre portal](#).

💡 You can contact us securely using the [encrypted contact form](#)

Support | Ganztags- und Kita-Portal

@support-kitaportal@augzburg.de

☎ [+49 82132464215](tel:+4982132464215)

☎ [+49 82132464218](tel:+4982132464218)

Have you registered on the all-day and daycare centre portal but have not been allocated a childcare place?

Every child must be registered in the [all-day and daycare centre portal](#). You will also receive confirmation of a childcare place via the portal. You did not receive a childcare place in the registration process via the Augsburg [all-day and daycare centre portal](#)? Then you can contact the information centre. The counsellors will show you how you can improve your search.

💡 You can get in touch securely using the [encrypted contact form](#)

Infostelle | Ganztags- und Kita-Portal

@info-kitaplatz@augzburg.de

[+49 8213242999](tel:+498213242999)

Do you have special problems?

Sometimes it doesn't work out with the full-day or daycare centre place because there are special or difficult situations. This may be the case, for example, if your child needs special support because they have a disability. Or if there are misunderstandings between you and the centre management. The clearing centre can help with specific questions. The counsellors will talk to you about where the problems lie. They can also refer you to other centres.

💡 You can get in touch securely using the [encrypted contact form](#)

Clearingsstelle

@kitaplatz@augzburg.de

[+49 82132464216](tel:+4982132464216)

Keywords: child, childcare, kindergarten, crèche, daycare centre, after-school care centre, house for children, education, educational institution, preschool, child daycare, early childhood education, education, primary school, all-day care, full-day care, open all-day care, lunchtime care

WelcomeSchools

What is a WelcomeSchool?

WelcomeSchools look after your child from the age of 5 until they start school. This means until your child starts school. The teachers who look after your child are very competent and sensitive. The children can play, learn and get to know other children. The programme runs for 4 - 5 hours a day in the morning or afternoon.

Would you like to enrol your child in a WelcomeSchool?

There are two options if you would like to enrol your child in a WelcomeSchool:

- You can register your child in the [all-day and daycare centre portal](#). There you select "WelcomeSchool". You can also select the relevant facilities there.
- You can contact the centres personally.


Where are WelcomeSchools located?

The following facilities offer WelcomeSchools:

WillkommensSchule

 [Armenhausgasse 9, 86150 Augsburg](#)


 @Willkommensschule-armenhaus.kita@augzburg.de


 [+49 82132464622](tel:+49 82132464622)

WillkommensSchule


 [Wertachstraße 19 1/2, 86153 Augsburg](#)

 @Willkommensschule-wertach.kita@augzburg.de


 [+49 8213246275](tel:+49 8213246275)

 [+49 82132464645](tel:+49 82132464645)

WillkommensSchule

 [Blücherstraße 1, 86165 Augsburg](#)

 @Willkommensschule-bluecher.kita@augzburg.de

 [+49 82132464650](tel:+49 82132464650)

Child day care - childminders or childminders

Child day care is care for your child in a family environment. The carer (childminder) looks after a maximum of 5 children and can support the children individually in their development. The childminder can look after your child flexibly.


Who is childminding suitable for?

- Day care is suitable for children aged 0 to 14 years.
- Day care is particularly suitable for very young children.
- Day care is well suited for parents who require atypical childcare times (early in the morning, after school).

How does child day care work?

- The carers (childminders) are usually self-employed.

- The care takes place in the carer's home or in a rented flat.
- A special form of child day care is large-scale day care. 2 to 3 childminders rent rooms together and look after 8 to 10 children.

 Examples of how and what children learn in day care can be [found here](#) in several languages.

Would you like to have your child looked after by a childminder?


Then register your child [in the Kitaportal](#).

 You can also find information about the Kita-Portal in the Integreat under "[Find a childcare place](#)"


Contact the

Office for child day care

 [Hermanstraße 1, 86150 Augsburg](#)

 [082132464238](tel:082132464238) or [082132464246](tel:082132464246)

 @kindertagespflege@augzburg.de

 You can find more information about child day care [here](#)

Become a childminder!


- Do you love working with children?
- Does it fulfil you to be able to accompany children on their developmental journey in childcare close to home?

Then become a childminder!

The child day care team looks forward to hearing from you.

Send your application to

 @kindertagespflege@augzburg.de

 You can find more information for day carers [here](#)

Keywords: child, childcare, child day care, day care, day mother, day father, education, educational institution, preschool, care, looking for day care centre

Educational centres, counselling centres, meeting places for families

Family support centres

The family support centres are contact points for all families.

What can you do at a family support centre?

- Here you will find family-related offers.
- The staff will be happy to advise you.
- They will put you in touch with other centres in your area.
- You will also find advice on parenting issues.
- Some support centres are places where you can meet other parents and exchange ideas with others.
- Some support centres offer parent cafés and parent-child programmes.

💡 There is a family support centre in every region. Each family support centre has its own offers. Drop by your local family support centre with your child!

Augsburg family support centres

K.I.D.S. Familienstützpunkt Nord/West

- [📍 Hooverstraße 1, 86156 Augsburg](#)
- [@familienstuetzpunkt@graceland-ev.de](mailto:familienstuetzpunkt@graceland-ev.de)
- [📞 +49 82165094790](tel:+4982165094790)
- [🌐 https://www.graceland-augsburg.de/familienstuetzp...](https://www.graceland-augsburg.de/familienstuetzp...)

K.I.D.S. Familienstützpunkt Süd

- [📍 Von-Cobres-Str. 1, 86199 Augsburg](#)
- [@familienstuetzpunkt.sued@augsburg-asb.de](mailto:familienstuetzpunkt.sued@augsburg-asb.de)
- [📞 +49 8216509682](tel:+498216509682)
- [🌐 https://www.augsburg-asb.de/unsere-angebote1/proj...](https://www.augsburg-asb.de/unsere-angebote1/proj...)

K.I.D.S. Familienstützpunkt Ost

- [📍 Humboldtstr. 5, 86167 Augsburg](#)
- [@kids-ost@kindernest-augsburg.org](mailto:kids-ost@kindernest-augsburg.org)
- [📞 +49 8217947929](tel:+498217947929)
- [🌐 https://www.kindernest-augsburg.org/gruppen/k-i-d...](https://www.kindernest-augsburg.org/gruppen/k-i-d...)

K.I.D.S. Familienstützpunkt Mitte

- [📍 Volkhartstraße 2, 86152 Augsburg](#)
- [@kids-mitte@kinderschutzbund-augsburg.de](mailto:kids-mitte@kinderschutzbund-augsburg.de)
- [📞 +49 82145540627](tel:+4982145540627)
- [🌐 https://www.kinderschutzbund-augsburg.de/kids/](https://www.kinderschutzbund-augsburg.de/kids/)

Familienstützpunkt Bärenkeller

- [📍 Drosselweg 7b, 86156 Augsburg](#)
- [@fsp.baerenkeller@prisma-e-v.de](mailto:fsp.baerenkeller@prisma-e-v.de)

- [+49 1628790423](tel:+491628790423)
- <https://www.kindernest-augsburg.org/gruppen/k-i-d...>

Familienstützpunkt Oberhausen H2O

- [Zollernstr. 41, 86154 Augsburg](https://www.google.com/maps/place/Zollernstr.+41,+86154+Augsburg)
- [@fsp@sjr-a.de](mailto:fsp@sjr-a.de)
- [+49 8215450911](tel:+498215450911)
- <https://files.stadtjugendring-augsburg.de/jugendh...>

Familienstützpunkt Oberhausen Bildungshaus Löweneck

- [Flurstraße 30, 86154 Augsburg](https://www.google.com/maps/place/Flurstra%C3%9Fe+30,+86154+Augsburg)
- [@claudia.moosmann@sia-augsburg.de](mailto:claudia.moosmann@sia-augsburg.de)
- [+49 1629616929](tel:+491629616929)

Familienstützpunkt Oberhausen Familienzentrum Peter und Paul

- [Gumpelzhaimerstr. 4, 86154 Augsburg](https://www.google.com/maps/place/Gumpelzhaimerstr.+4,+86154+Augsburg)
- [@meinuscm@kinderzentrum-augsburg.de](mailto:meinuscm@kinderzentrum-augsburg.de)
- [+49 82145578810](tel:+4982145578810)
- <https://www.kita-augsburg.de/familienstuetzpunkt/>

Familienstützpunkt Hammerschmiede

- [Pappelweg 8, 86169 Augsburg](https://www.google.com/maps/place/Pappelweg+8,+86169+Augsburg)
- [@fsp.hammerschmiede@diakonie-augsburg.de](mailto:fsp.hammerschmiede@diakonie-augsburg.de)
- [+49 1726995641](tel:+491726995641)
- <https://diakonie-augsburg.de/de/familienstuetzpun...>

Familienstützpunkt Hochzoll

- [Neuschwansteinstraße 23a, 86163 Augsburg](https://www.google.com/maps/place/Neuschwansteinstra%C3%9Fe+23a,+86163+Augsburg)
- [@info@buergertreff-hochzoll.de](mailto:info@buergertreff-hochzoll.de)
- [+49 8214555750](tel:+498214555750)
- <https://www.buergertreff-hochzoll.de/>

Familienstützpunkt Herrenbach

- [Wilhelm-Hauff-Str. 28, 86161 Augsburg](https://www.google.com/maps/place/Wilhelm-Hauff-Str.+28,+86161+Augsburg)
- [@fsp.herrenbach@diakonie-augsburg.de](mailto:fsp.herrenbach@diakonie-augsburg.de)
- [+49 1735123240](tel:+491735123240)
- <https://diakonie-augsburg.de/de/familienstuetzpun...>

Familienstützpunkt Hochfeld

- [📍 Von-Parseval-Str. 23, 86159 Augsburg](#)
- [@familienzentrum-augsburg@sos-kinderdorf.de](mailto:familienzentrum-augsburg@sos-kinderdorf.de)
- [☎ +49 82126289010](tel:+4982126289010)
- [🌐 https://www.sos-kinderdorf.de/kinderdorf-augsburg...](https://www.sos-kinderdorf.de/kinderdorf-augsburg...)

Familienstützpunkt Univiertel Campus Elterninitiative

- [📍 Universitätsstraße 5, 86156 Augsburg](#)
- [@familie@campus-elterninitiative.de](mailto:familie@campus-elterninitiative.de)
- [☎ +49 8215983730](tel:+498215983730)
- [🌐 https://campus-elterninitiative.de/](https://campus-elterninitiative.de/)

Familienstützpunkt Haunstetten | MehrGenerationenTreff

- [📍 Johann-Strauß-Straße 11, 86179 Augsburg](#)
- [@fsp-haunstetten@szaugsburg-Stadt.brk.de](mailto:fsp-haunstetten@szaugsburg-Stadt.brk.de)
- [☎ +49 8218087726](tel:+498218087726)

Would you like to know more about family support centres?

- You can find more information about the family support centres [here](#).
- [Here](#) you can find the current flyer on the family support centres.

Are you looking for more information on the topic of family?

- [Here](#) you will find further contacts, centres and information on the topic of family.
- [Here](#) you will find guides and brochures.

Keywords: child, childcare, playgroup, play, family support point, family centre, education, parenting course, parent café, free of charge

Early help and KoKi

KoKi supports parents with many questions. You can contact KoKi if you are expecting a child. KoKi is also there for parents with children aged 0 to 4.

What topics does KoKi help with?


KoKi staff provide advice on all topics relating to the family. For example, if you have questions on the following topics:

- Arriving in the role of parent
- Caring for the children
- Child development

- Education and care
- Sleeping
- Eating
- Finances
- Help with the question "Where do I have to go?"

KoKi staff will work with you to find good solutions. If necessary, they will put you in touch with the right organisations. They treat your concerns confidentially.



 All services are voluntary and free of charge.

 Would you like to find out more about Early Help / KoKi? Watch the [video on YouTube](#). The video is available in several languages.

Where can you find KoKi?



Region East

Lechhausen, Hochzoll, Firnhaberau, Hammerschmiede

 [Zugspitzstraße 179, 86165 Augsburg](#)
 [+49 \(0\) 82132434305](#) or [+49 \(0\) 82132434268](#)
@fruehehilfen-ost@augsburg.de



Region South

Haunstetten, Hochfeld, Univiertel, Göggingen, Inningen, Bergheim

 [Friedrich-Ebert-Straße 12, 86199 Augsburg](#)
 [+49 \(0\) 82132434308](#) or [+49 \(0\) 82132434309](#)
@fruehehilfen-sued@augsburg.de



Centre region

City centre, Herrenbach, textile district, right of the Wertach

 [Bürgermeister-Fischer-Straße 11, 86150 Augsburg](#)
 [+49 \(0\) 82132434311](#) or [+49 \(0\) 82132434312](#)
@fruehehilfen-mitte@augsburg.de



North region

Oberhausen, Bärenkeller

 [Gumpelzhaimerstraße 4, 86154 Augsburg](#)
 [+49 \(0\) 82132434314](#) or [+49 \(0\) 82132434264](#)
@fruehehilfen-nord@augsburg.de

Region West

Kriegshaber, Pfersee

 [Augsburger Straße 7, 86157 Augsburg](#)
 [+49 \(0\) 82132434315](#) or [+49 \(0\) 82132434471](#)
@fruehehilfen-west@augsburg.de

Keywords: pregnancy, pregnant, baby, family, woman, mother child, family, problems, development, education, free, conflict, parents, baby sick, baby cries, baby disabled, development delayed, father, overwhelmed with baby, seeking advice, baby doesn't sleep, worries about baby, toddler

KoKi Café

KoKi Cafés: A meeting point for parents with babies and small children.


You've come to the right place if you're wondering:

- How do other parents do it?
- Do they have similar experiences as a mum? As a father?
- How they can meet other parents?

Contact with other parents is good. Small children need other children to play with. In KoKi cafés you can exchange ideas with others. Over coffee and cake, of course! The children can play there.

KoKi Cafés in Augsburg

KoKi-Café East


 [Zugspitzstraße 179, 86165 Augsburg](#)

 [+49 \(0\) 82132434305](tel:+49(0)82132434305)

@fruehehilfen-ost@augsburg.de

KoKi-Café South

 [Friedrich-Ebert-Straße 12, 86199 Augsburg](#)

 [+49 \(0\) 82132434308](tel:+49(0)82132434308) or [+49 \(0\) 82132434309](tel:+49(0)82132434309)

@fruehehilfen-sued@augsburg.de

KoKi Café North in the Peter and Paul Family Centre


 [Gumpelzhaimerstr. 4, 86154 Augsburg](#)

 [+49 \(0\) 82132434314](tel:+49(0)82132434314)


@fruehehilfen-nord@augsburg.de

KoKi Café West

 [Augsburger Straße 7, 86157 Augsburg](#)

 [+49 \(0\) 82132434315](tel:+49(0)82132434315) or [+49 \(0\) 82132434471](tel:+49(0)82132434471)

@fruehehilfen-west@augsburg.de

 Opening hours can be found in the flyer on [this website](#). Look under Downloads, Flyer Koki Cafe.

Keywords: pregnancy, pregnant, pregnancy counselling, baby, family, woman, mother child, family, problems, development, school, education, parenting course, free, conflict, separation, divorce, parents

The maternal organisation "Stadtteilmütter"

District mothers organise weekly meetings for parents and children in day-care centres, Grundschulen, family support points or MehrGenerationenTreffpunkten (multi-generational meeting places). The courses are held in many different languages. There are courses for parents with children in different age groups.

District Mothers Project in the Deutschen Kinderschutzbund

Hamdiye Çakmak

 [Volkhartstr. 2, 86152Augsburg](#)

 [0821-45540641](tel:0821-45540641)

 h.cakmak@kinderschutzbund-augsburg.de


 www.kinderschutzbund-augsburg.de


For parents of children 0-3 years old


Christl Seybold-Maridakis


 [0821-45540642](tel:0821-45540642)

For parents of children 3-6 years old

Centre - Marta Kneip,  [0176-45505500](tel:0176-45505500)


Northwest - Gabriela Eltayeb,  [0176-45505502](tel:0176-45505502)

East - Alenka Godanj,  [0176-45505499](tel:0176-45505499)

South - Alena Görner,  [0176-45505498](tel:0176-45505498)

For parents of children in the 1st and 2nd grade. Class

Séverine Jumel


 [0821-45540628](tel:0821-45540628)

Key words: Child, childcare, playgroup, play, education, parenting course, district mothers, hand-in-hand, free, language, learn German

More Services for Children and Families

- Many **religious communities of all denominations** offer free playgroups in Augsburg. Ask about it at your local church. You do not usually have to belong to the same religion to be allowed to participate.
- **Rechts der Wertach Family Meeting**: Come in, meet other mothers, fathers, children and neighbours, drink coffee and eat cake, chat and find out about news and offers in the district.

 [Emilienstraße 2/Ecke Innere Uferstraße, 86153 Augsburg](#)

 [0821-6502781](tel:0821-6502781) or [0176-86733367](tel:0176-86733367)


 Berchtenbreiter.Cornelia@st-gregor.de

- You can find **playgrounds** near you [here](#).
- The [Augsburg family portal](#) offers an online overview of current services and events for the family.
- Many of the more than 200 [sports clubs](#) offer the opportunity for you and your child to learn a sport or meet new people at a reasonable price.


If you don't have very much money, the City of Augsburg can sometimes pay the club fees for your child. Ask at the Social Welfare Office (Amt für Soziale Leistungen).

Social Welfare Office (Amt für Soziale Leistungen)

Education and participation, welfare ticket

 [Metzgplatz 1, 86150 Augsburg](#)

[@bildung-teilhabe@augzburg.de](mailto:bildung-teilhabe@augzburg.de)

 Opening hours:

Mon, Wed, Thu: 8:30 a.m. - 12:30 p.m.

Th: 2:00 p.m. - 5:30 p.m.

Visits by appointment only

Key words: Child, sports, playgroup, play, education, parenting course, free, education and participation, club, playground

Passarello advice centre

Passarello is a counselling centre for parents, young people and children. You can find help and advice on various topics there.

 **Counselling is free, voluntary and confidential.**

Who can contact the counselling centre?

- Families, fathers and mothers
- Young adults, adolescents and children
- Young women and girls

What topics does Passarello offer counselling on?

You can contact Passarello with the following topics:

Parents and adults

- Do you have questions about parenting?
- Would you like to resolve a dispute between parents and children?
- You have questions about school or kindergarten.
- There is a conflict in your relationship.
- You want to plan your family and have questions.
- You are experiencing violence at home.
- You are experiencing sexual abuse.

- You see that someone is experiencing sexual abuse.
- You are a victim of female genital mutilation (FGM).
- You have had a traumatic experience.
- You have other problems or questions ...

Young adults, adolescents and children

- Are you having difficulties at school?
- Do you have problems with parents, siblings and family members?
- Are you having problems with your boyfriend or girlfriend?
- Do you have questions about sexuality?
- Do you have questions about identity?
- Are you experiencing violence at home?
- You are experiencing sexual abuse.
- You had a traumatic experience.
- You have other problems or questions ...

Young women and girls


- You experience violence at home.
- You experience sexual abuse.
- You see that someone is experiencing sexual abuse.
- You are a victim of female genital mutilation (FGM).
- You have questions about sexuality and contraception?

How do I get in touch with Passarello?


Passarello offers counselling in person, by telephone and online.
Please make an appointment. The counsellors will be happy to help you.

 You don't speak German? Do you need an interpreter? Talk to the staff.


Beratungsstelle Passarello


 [Frölichstraße 10 ½, 86150 Augsburg](#)

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

 [+49 \(0\) 821519966](tel:+49(0)821519966)

Online counselling:

 You can find more information about online counselling [here](#)

 You can find more information about Passarello on the website [here](#)

Family Reunification

Persons entitled to protection have the right to submit an **application for family reunification**. This applies to persons entitled to asylum, refugees according to the Geneva Convention on Refugees and persons entitled to subsidiary protection, including unaccompanied minors with recognition.

Family reunification means that members of the nuclear family (spouse, your own children (if minors), parents of minors) may move to Germany if a person entitled to protection already lives here. In order to do this, the family member has to submit a visa application at the responsible representation abroad.

Be sure to seek advice and support in the application process. Contact one of the following services for help in this:


- [Refugee and Integration Counselling \(Flüchtlings- und Integrationsberatung\)](#)
- [Youth Migration Service \(Jugendmigrationsdienst\)](#)
- [Migration Counselling Service \(Migrationsberatung\)](#)

Key words: Family reunification, family, persons entitled to protection, unify family, relatives

Finding family members

Are you looking for your family or friends? The Bavarian Red Cross can help you. We help with the search in other countries and with family reunification. If you have lost contact - for example due to war, flight or a disaster - we are there for you.

Susanne Hartmann | Flüchtlings- und Integrationsberatung / Suchdienst (Familiennachzug/ Internationale Suche)

 [Johann-Strauß-Str. 11, 86179 Augsburg](#)

 [@susanne.hartmann@brk.de](mailto:susanne.hartmann@brk.de)

 [+49 \(0\) 8218087718](tel:+49(0)8218087718)

 <https://www.stadtteilzentrum-haunstetten.de/>

Counselling languages: English, French, Spanish, Italian, Russian, Arabic, Turkish, Albanian, Tigrinese

Trace the Face- Restoring Family Links

[Here](#) you can browse photos online.

Keywords: family reunification, relatives, search, family

Children Learning German

It is important for your child to get together with other children to learn the new language and learn more about everyday life in Germany, even if they are not yet in day care.

There are many playgroups and [playgrounds](#) in Augsburg where your child can meet other children.

District Mothers

Since 2004, civically engaged mothers have been supporting families in their neighborhoods with language education and child-rearing issues as part of the "district mothers" concept.

Under the professional guidance of a coordinator and in cooperation with numerous partners, the district mothers organize weekly meetings in daycare centers, elementary schools, family support centers and multigenerational meeting places. The courses are held in many different languages. You can find more information [here](#).

For more information and orientation, you can also visit the [Bündnis für Augsburg](#) website.

You can also visit their [Facebook page](#) and read about the group's various publications or activities and also easily connect with members.


German Preparatory Course

If your child attends school in the next school year and has not attended a day-care centre, they can still take part in the German preparatory course. In the German preparatory course, your child will learn German at a Grundschule with other children and a teacher twice per week. You must submit a request at the State Education Authority (Staatliches Schulamt) for this. The State Education Authority (Staatliches Schulamt) can approve the preparatory German course if there is one set up at the Grundschule that will be responsible for your child and they have little knowledge of German. For more information:

State Education Authority (Staatliches Schulamt)

Migration specialist counselling

Mr Nadler

 [0821-3246978](tel:0821-3246978)

Key words: Child, learn German, school, preparatory course

Sendung mit der Maus

One of the most popular television programmes for children is Die [Sendung mit der Maus](#). Die Sendung mit der Maus is one of the most successful children's programmes on German television. The core of the programme is the so-called Lach- und Sachgeschichten (laughs and factual stories), which include short animated films as well as a knowledge film, for example about the production or functioning of an everyday object. It has been broadcast on Sunday mornings since 1971. The programme is produced by WDR in cooperation with other member stations of ARD.

Also [here](#) children and adults can learn a lot of new things, also in several different languages.

Keywords: Child, learn German, everyday life

Free time, culture and sports

Support for leisure and education in Augsburg

Cultural social ticket: culture for 1 euro

Do you like going to the theatre or a museum? Would you like to go to a concert? But you don't have much money?

The city of Augsburg wants all citizens to be able to take part in cultural life. For people who have little money, there is the Kultursozialticket. For these people, a ticket to many cultural events and museums costs just 1 euro.

Who receives the Kultursozialticket?


- The Kultursozialticket is available to anyone who has a Tafel card.
- People who have a social ticket can also use the Kultursozialticket.

Where can I get the Kultursozialticket?

Table card

The Tafelausweis is valid as a Kultursozialticket. You can obtain the Tafelausweis from [Augsburger Tafel e. V.](#)

- If you receive citizen's allowance.
- If you receive basic income support.
- If you receive social welfare.
- If you have a low old-age pension.
- If you receive housing benefit.
- If you are studying and receive BAföG.
- If you live in a poor financial situation.

 You can find more information about the Tafel card [here](#)

Social ticket

The social ticket is important for public transport (ÖPNV). If you have a Sozialticket, you can buy the [Deutschland-Ticket](#) at a reduced price. Together with the social ticket you will receive an authorisation certificate. This voucher is valid as a cultural social ticket.

You can apply for the social ticket at the [Office for Social Services, Senior Citizens and People with Disabilities \(ASL\)](#).

 You can find more information about the social ticket [here](#)

How does the Kultursozialticket work?


Do you have a Tafel card or a certificate of eligibility?

- Show the card or voucher at the ticket office. You will receive your ticket for the price of 1 euro.
- You can get your ticket at the box office. You can buy your ticket 20 minutes before the event. Reservations are not possible.
- You CANNOT buy a Kultursozialticket for the premieres.

Which events and museums can I visit with Kultursozialtickt?

You can visit the following institutions with the Kultursozialticket:

- [Augsburger Puppenkiste](#)
- [Fugger und Welser Erlebnismuseum](#)
- [Fuggerei](#)
- [Jüdisches Museum](#)
- [Junges Theater](#)
- Events organised by the Department of Culture
- [Kulturhaus Abraxas](#)
- [Kulturhaus Kresslesmühle](#)
- [Art collections and museums](#)
- [Parktheater im Kurhaus](#)
- [Naturmuseum](#)
- [Sensemble Theater](#)
- [Planetarium Augsburg](#)
- [Stadtbücherei Augsburg](#)
- [Staatstheater Augsburg](#)

 Current information on the Kultursozialticket can be found on the [website of the City of Augsburg](#)

Benefits for education and participation

Benefits for education and participation (BuT) are an offer from the state. They help families with little money. Every child can participate and belong. Every child should be able to take part in school, clubs and leisure activities.

BuT supports children and young people up to the age of 18. Some programmes are also available up to the age of 25 if young people are still at school.

 **Important:** The information here is only general.

What can you pay for with BuT?

Benefits for education and participation help in many areas. Here are some simple examples.

Clubs and leisure activities

BuT helps if your child wants to be active in their free time. You can pay these costs, for example

- the contribution to the sports club or other clubs
- participation in holiday programmes or groups such as the scouts
- Music lessons or other creative courses
- Cultural education courses, for example at the adult education centre

School and learning

BuT supports your child at school. You can use it to pay for

- Tutoring if your child needs help
- School supplies such as exercise books, pens or a school rucksack
- Excursions and school trips organised by the school

Lunch at school or daycare centre

- BuT pays for lunch if your child eats at school or daycare centre.

Train ticket to school

- BuT can also pay for the ticket if your child needs to travel to school by bus or train.

Who can receive benefits for education and participation?

BuT is for families who have little money. For example, if you:

- receive income support
- receive housing benefit
- receive child supplement
- receive social welfare
- receive asylum seeker benefits

If you are unsure: Just ask. The staff will check whether your child is eligible for BuT.


Where can I submit the application?

In Augsburg, you can apply to the Office for Social Services, Senior Citizens and People with Disabilities:


Bildung und Teilhabe

 [Mittlerer Lech 5, 86150 Augsburg](#)

 [@bildung-teilhabe@augzburg.de](mailto:bildung-teilhabe@augzburg.de)

 [+49 8213249541](tel:+498213249541)

Where can I find more information?

 You can find further information on the [website of the City of Augsburg](#)


Find cultural offers

Are you interested in literature, music, theatre, art, dance or film? There are many cultural activities on offer in Augsburg. There is something to take part in, watch or enjoy. People who create culture also have many opportunities in Augsburg.

Cultural offers in Augsburg


Kulturmap

The culture map gives you a quick overview of cultural offerings. You will find cultural organisations and various institutions. There is also a calendar of events.

 Click here for the [culture map](#)

Der Kulturkiesel

In the Kulturkiesel you will find events for children and young people. There are lots of activities for children and young people to take part in: arts and crafts, dancing, making music, photography or writing stories. You will also find theatre plays or ideas for a children's birthday party.

 Click here for the [Kulturkiesel](#)

Augsburg City

On the Augsburg City website you will find lots of information about Augsburg. There are tips on museums, exhibitions, concerts and other events in Augsburg. You can search for a suitable offer in the events calendar. You will find dates for small events such as pub quizzes. There is also information on major events such as the Dult, Plärrer, Augsburg Summer Nights or Shopping Night.

 Click here for the [Augsburg City events calendar](#)

Regio Augsburg Tourismus

The website of Regio Augsburg is not only interesting for tourists. Here you will find information on sights, city tours, museums and events in Augsburg and the surrounding area. There are also tips on restaurants and hotels. Another interesting feature is the [interactive map, where you](#) can find [cycle tours and hiking trails](#).

 Click here to go to the website of [Regio Augsburg Tourismus](#)

Keywords: museum, guided tour, world heritage, lecture, literature, exhibition, cinema, folm, workshop, handicrafts, participation, fairy tale, concert, festival, leisure, activities

Museums

There are many museums in Augsburg. They are very different. Some museums give you a glimpse of history. Other museums show works of art or organise exhibitions on special themes.

You have to pay admission to most museums.

💡 If you have little money, you can apply for a Kultursozialticket. You can find information about this [here](#)

Museums in Augsburg

Maximilianmuseum

📍 [Fuggenplatz 1, 86150 Augsburg](#)

🌐 <https://kunstsammlungen-museen.augsburg.de/maximi...>

Naturmuseum Augsburg

📍 [Ludwigstr. 14, 86152 Augsburg](#)

🌐 <https://www.augsburg.de/kultur/museen-galerien/na...>

Fugger und Welser Erlebnismuseum

📍 [Äußeres Pfaffengäßchen 23, 86152 Augsburg](#)

🌐 <https://www.fugger-und-welser-museum.de/>

tim | Staatliches Textil- und Industriemuseum Augsburg

📍 [Provinstraße 46, 86153 Augsburg](#)

🌐 <https://www.timbayern.de/>

Schaezlerpalais

📍 [Maximilianstraße 46, 86150 Augsburg](#)

🌐 <https://kunstsammlungen-museen.augsburg.de/schaez...>

Brechthaus Augsburg

📍 [Auf dem Rain 7, 86152 Augsburg](#)

🌐 <https://www.brechthaus-augsburg.de/>

Mozart-Haus

📍 [Frauentorstraße 30, 86152 Augsburg](#)

🌐 <https://kunstsammlungen-museen.augsburg.de/mozart...>

Kunstmuseum Walter | im Glaspalast

[!\[\]\(2d3aa52ef5ecdf04326c28c57495ad0c_img.jpg\) Beim Glaspalast 1, 86153 Augsburg](#)

[!\[\]\(3bf82ef52d0a257a0de5c6754c322b7a_img.jpg\) https://www.kunstmuseumwalter.com/](https://www.kunstmuseumwalter.com/)

H2 - Zentrum für Gegenwartskunst | im Glaspalast

[!\[\]\(e0630f795ad273db739bca7c6e19b14b_img.jpg\) Beim Glaspalast 1, 86153 Augsburg](#)

[!\[\]\(a3777edd6872b0114c9d47f90bc7aaed_img.jpg\) https://kunstsammlungen-museen.augsburg.de/zentru...](https://kunstsammlungen-museen.augsburg.de/zentru...)

Museums „Die Kiste“ | Puppentheatermuseum

[!\[\]\(a871441f7b6f1c1e38b45b15cc279177_img.jpg\) Spitalgasse 15, 86150 Augsburg](#)

[!\[\]\(68b865d52033c94279690fb1f75bbd02_img.jpg\) https://www.puppenkiste.com/museum/ausstellungen-...](https://www.puppenkiste.com/museum/ausstellungen-...)

Neue Galerie | im Höhmannhaus

[!\[\]\(b58adc5f8df951cf25081b34e1fc3683_img.jpg\) Maximilianstraße 48, 86150 Augsburg](#)

[!\[\]\(ae5105b36d719c3c79678bd0f443ea5b_img.jpg\) https://kunstsammlungen-museen.augsburg.de/neue-g...](https://kunstsammlungen-museen.augsburg.de/neue-g...)

Grafisches Kabinett | im Höhmannhaus

[!\[\]\(cfa8a193d2e94abe2a81439d2c9793e2_img.jpg\) Maximilianstraße 48, 86150 Augsburg](#)

[!\[\]\(f1925567f7f09222eafe05b712e14829_img.jpg\) https://kunstsammlungen-museen.augsburg.de/grafis...](https://kunstsammlungen-museen.augsburg.de/grafis...)

Jüdisches Museum Augsburg

[!\[\]\(cfd4dcc01a67b142ccc5e0c4f938b556_img.jpg\) Halderstr. 6-8, 86150 Augsburg](#)

[!\[\]\(0c1bc760277ed808c51b2ba486221a78_img.jpg\) https://jmaugsburg.de/](https://jmaugsburg.de/)

MAN-Museum

[!\[\]\(16cd797b1332c7325b38fc063b65d42a_img.jpg\) Heinrich-von-Buz-Str. 28, 86153 Augsburg](#)

[!\[\]\(273430fdbd7238d133a46ae689580d25_img.jpg\) https://www.man-es.com/de/man-museum](https://www.man-es.com/de/man-museum)

Diözesanmuseum St. Afra

[!\[\]\(1a6b4d60573634d13a9e50e5ec41ac1c_img.jpg\) Kornhausgasse 3-5, 86152 Augsburg](#)


[!\[\]\(41f1f7f0e44e04ba9cef1a6a47936b0a_img.jpg\) https://www.museum-st-afra.de/de/](https://www.museum-st-afra.de/de/)

LETTL-Museum

[!\[\]\(ee28857abc208e39a46291c819e05594_img.jpg\) Zeuggasse 9, 86150 Augsburg](#)


[!\[\]\(e90cee578fcf27cd57e5d9f9e8ebdf57_img.jpg\) https://museum.lettl.de/](https://museum.lettl.de/)

Römerlager im Zeughaus

 [Zeugplatz 4, 86150 Augsburg](#)

 <https://kunstsammlungen-museen.augsburg.de/roemer...>

Schwäbisches Handwerksmuseum

 [Beim Rabenbad 6, 86150 Augsburg](#)

 <https://www.hwk-schwaben.de/71,0,4322.html>

Keywords: leisure, museum, art, culture, exhibition, collection

Clubs in Augsburg

Association - what is it?

Clubs are very important in Germany. This is where people who have the same interests and goals come together.

What exactly is an association?

An association is a group of people. They want to achieve or do the same thing. It can be the same hobby, e.g. sport. But it can also be the same goals, e.g. climate protection or helping people in need.


An association should exist permanently, not just for a short time. The people in the association are called members.

What clubs are there in Augsburg?

- Augsburg has over 200 **sports clubs** for a wide variety of sports. Here are a few examples: American football, basketball, mountain sports, boxing, canoe slalom, gymnastics, swimming, volleyball, yoga and much more...

 You can find an overview of sports clubs [here](#)

- There are clubs for different topics.

 You can find an overview [here](#)

There are well over 100 so-called **migrant organisations (MO)** in Augsburg. These organisations were founded by immigrants.

They facilitate contact with fellow countrymen. They have a wide variety of orientations, such as religious, cultural, political or for joint leisure activities.

Are **you looking for an association from your home country?**

- You can find an overview in the [interface paper Associations and organisations](#).

- You can also enquire at Büro für gesellschaftliche Integration. Click here for the [contact form](#)

How do I become a member of an association?

- You must complete an **application** form. Each association has its own form for this.
- Membership of an association costs an **annual fee**. The clubs themselves decide how high the annual fee is.
There are often more favourable rates for children.

💡 You have little money and your child would like to join a club? Sometimes the city of Augsburg pays the annual fee for your child.

Ask the [Amt für Soziale Leistungen](#) for benefits from the education and participation package.

What advantages does a club have for me?

- You meet people with the same hobbies and interests.
- You get to know new people.
- You can get involved with others in the same cause.
- You learn something new about your interests.
- Club programmes are usually only for members.
- Club offers are cheaper than commercial offers.
- You can get involved in the club and take on responsibility.
- You can do something good for yourself and others.
- and much more ...

Are there special programmes for children in clubs?

Many clubs have groups for children and families. Parents do not always have to be members. In some clubs you can only register your children. Children can do sports, dance, sing and learn to swim in clubs, for example. Trained coaches accompany your children.

🌐 [Here](#) you will find information on clubs and organisations where children and young people spend their free time.

Keywords: sports clubs, clubs, leisure, commitment, hobby, children, fun, sport, child protection,

Child protection in the club (Verein)

Child protection is very important in Germany. It means that all children have rights. They should grow up healthy and happy. Adults must ensure this. This includes parents, but also educators, teachers and volunteers (e.g. coaches) in clubs.

Clubs should be places of protection for children and young people. This means that children should feel comfortable and safe in clubs. They should play, do sport and make friends here. They should have a say in decision-making, experience success and thus strengthen their self-confidence.

What exactly should child protection clubs do?

As a club, you contact the

Amt für Kinder, Jugend und Familie

☎ [08213242946](tel:08213242946) [08213242839](tel:08213242839) [082132434492](tel:082132434492)

@bundeskinderschutz@augzburg.de

- The staff will advise the clubs on all issues.
- Clubs sign an agreement with Amt für Kinder, Jugend und Familie.
- Together with the employees, the clubs draw up a [protection concept](#).
- Clubs check the criminal records of volunteers who work with children and young people.
- Organisations offer special training courses for volunteers who work with children and young people.
 - 💡 The training courses can be organised free of charge by Amt für Kinder, Jugend und Familie .

💡 Watch our [video on the topic of child protection in the club](#).

🔍 You can find detailed information for clubs on the subject of child protection [here](#)

Is your child in a club and you are worried because ...

- Your child no longer wants to go to club meetings.
- Your child behaves differently when they come home from club meetings.

Then get in touch with the:

Amt für Kinder, Jugend und Familie

☎ [08213242811](tel:08213242811)

@kinderschutz@augzburg.de

Or:

Kinderschutzbund Augsburg e.V.

☎ [082145540621](tel:082145540621)

@anlaufstelle@kinderschutzbund-augzburg.de

Keywords: child protection, youth protection, prevention, prevention, advice, safety, suspicion, violence, help, young people, problems, safety, contact point, advice centre, harassment, counselling, questions, concerns

Meeting

Different activities and meetings happen at these places. There are leisure and support services here. You usually do not need to register and participation is free.

Station mission (at the main station)

The station mission is a point of contact for everyone. You can relax and warm up in the rooms. You are welcome to chat with other guests or the staff. Coffee, tea and a snack are

available for refreshment.
Books can be borrowed free of charge from the bookcase.

What help do you get?

The staff are open to all people and any concerns.

- They show you the way to the authorities, offices and help centres.
- They provide support in the search for reasonably priced accommodation/sleeping accommodation, food distribution or a clothing store.
- For travellers, they offer orientation at the station and travel assistance.
- They provide help in emergencies and crisis situations.

The station mission is a protected space to which no one is admitted against our will


Opening hours

Monday to Friday: 9:00 - 17:00

Saturday: 9:00 - 12:00

Contact

 [Viktoriastrasse 1, 86150 Augsburg](#) (Platform 1, main station)


 [0821519238](tel:0821519238)

 [@bahnhofsmission@diakonie-augsburg.de](mailto:bahnhofsmission@diakonie-augsburg.de)

 You can find more information [here](#)

Keywords: meeting, encounter, counselling, help, sleeping place, emergencies, tea, food, clothes, telephone contact, safe space

Grandhotel Cosmopolis

 [Springergässchen 5, 86152 Augsburg](#)
grandhotel-cosmopolis.org

Opening hours:

Mon - Fri, 8:00 am - 10:00 pm

Sat - Sun from 9:00

Multigenerational meeting places (MGT)

In MehrGenerationenTreffpunkte (MGT) people meet in their free time. They are located in the city districts, i.e. in the vicinity.

They can meet new people there, play, do handicrafts or learn something.

The services are usually free of charge.

What can I expect in an MGT?

- Computer and mobile courses for seniors
- Meeting of the generations
- Open games and handicrafts afternoon for young and old

- Chess meetings
- Dance afternoons and evenings
- Talks
- Play groups for parents and children
- Sports activities for senior citizens
- Language and conversation courses
- Exhibitions and music events

You can find an overview of the MehrGenerationenTreffpunkte [here](#).

Living room in the Schwabencenter

 [Wilhelm-Hauff-Str. 38, 86161 Augsburg](#)

Contents:

- A meeting point for everyone
- Help from resident to resident
- Repairs (bicycles, electronic devices)
- Help with computers and mobile phones
- All kinds of games
- Leisure activities
- Workshops and handicrafts
- Languages

You can find more information and the programme [here](#).

Key words: Leisure, workshop, repairs, help, meeting, meeting place

Café Tür an Tür

Café Tür an Tür

 [Wertachstr. 29, 86153 Augsburg](#)

 www.tuerantuer.de/cafe

Opening hours:

Monday, Tuesday, Thursday: 8 a.m.-6 p.m.

Wednesday: 8 a.m-9:30 p.m.

Friday: 8 a.m.-noon

Sunday: 2 p.m.-6 p.m.

Saturday: closed

Contents:

- Social and intercultural meetings
- Free Internet access
- Cultural events

- Asylpolitische Frühschoppen
- Cinema, foosball
- Deutsch-Lern-Café
- Workshops
- Participation groups (international cooking group, a world literature group, handcraft group “Allerhand”)
- Lectures and information events

Key words: social cafés, leisure, meetings

Theatre

You can find general information about theatres in Augsburg [here](#)

Augsburg State Theatre

It is currently being renovated, screenings will take place at other venues



[Kasernstr. 4 - 6, 86152 Augsburg](#)

Open Air Theatre



[Am Roten Tor 1, 86150 Augsburg](#)

Park Theatre



[Klausenberg 6, 86199 Augsburg](#)

Sensemble Theater in Kulturfabrik



[Bergmühlstr. 34, 86153 Augsburg](#)

Abraxas Cultural House



[Sommestraße 30, 86156 Augsburg](#)

Augsburg Puppet Theatre



[Spitalgasse 15, 86150 Augsburg](#)

Augsburg Youth Theatre



[Sommestr. 30, 86156 Augsburg](#)

[Kresslesmühle Cultural House](#)



[Barfüßerstr. 4, 86150 Augsburg](#)

Key words: Theatre, leisure, stage, comedy, culture

Voluntary

Volunteer

Are you interested in doing something useful in your free time and want to volunteer? Then you can volunteer. You do not get paid for volunteer work, instead you are doing something good for society. There are many ways to get involved in social, cultural, religious, environmental, sports areas etc.

You can ask for advice on which jobs might be of interest to you.

Volunteer Centre Augsburg

Advice for volunteers

Mittlerer Lech 5 (handicap access), 86150 Augsburg
0821 450422-0

Mon to Fri: 9:00 a.m. to 1:00 p.m.

Thu: 2:00 p.m. to 6:00 p.m.

Or book a consultation appointment [online](#).

Key words: voluntary, volunteer, engage, leisure

Ambassadors of diversity

Target group: all citizens of the city of Augsburg

Contents:

- Good coexistence in the City of Peace Augsburg in four modules
 - Intercultural life and identification with the city of Augsburg
 - Stereotypes and prejudices as a challenge in communication
 - Counteracting slogans
- Diversity ambassador in action
- Find opportunities for volunteering or create them yourself
- develop their own project ideas together
- Participation in society
- Exchange platform for all those who live in Augsburg

Contact person:

Gabriele Opas

Volunteer Centre Augsburg



[Mittlerer Lech 5, 86150 Augsburg](#)



[08214504220](tel:08214504220) or [082145042213](tel:082145042213)



opas@freiwilligen-zentrum-augsburg.de

www.freiwilligen-zentrum-augsburg.de

Keywords: volunteer, volunteering, engage, leisure, ambassador, diversity, diversity

Municipal development cooperation: Partnerships with municipalities from the Global South

The city of Augsburg maintains a project partnership with the Jordanian municipality of Ar-Ramtha in Jordan. Another project partnership is being planned. It is to be the Ukrainian municipality of Pervomaisk.

What does the City of Augsburg want to achieve with the partnerships?

- The aim is to improve local living conditions.

Who can participate?

- All interested persons

Interested citizens are already helping to shape the partnership. Would you also like to help shape the partnership? Then we look forward to receiving your call or e-mail.

Contact person:

Herr Jakob Bihlmayer
Stadt Augsburg
Europabüro mit Europe Direct-Informationszentrum (EDIC) und Kommunale Entwicklungszusammenarbeit (KommEZ)

 [Rathausplatz 2, 86150 Augsburg, Germany](#)



[08213243012](tel:08213243012)



kommez@augzburg.de




www.augzburg.de/kommez

Keywords: Participation, Project, Commitment, Join in, Projects abroad

Library

The Neue Stadtbücherei Augsburg is a library of the city of Augsburg. In the public library you will find many interesting books and other media. You can register at the library and borrow books.

 Use is free of charge with a valid library card. You pay a small annual fee for a library card.

What can I borrow from the public library?


- Novels and non-fiction books
- Novels and short stories in other languages (for example in English, Arabic, Turkish, Russian, Spanish, French and Italian)
- German and international press
- sheet music
- Traditional and modern board and console games in the children's department and the youth library
- Music CDs and audio books
- Films on DVD and Blu-Ray
- eBooks, ePaper, eMusic, eAudios and eVideos

What else is available in the public library?

- You can use free W-LAN there.
- There are also internet places.
- There are many events at the public library. You can find information about events [here](#)
- There are also instruments in the library.

Locations in Augsburg

Augsburg City Library (Centre)

 [Ernst-Reuter-Platz 1, 86150 Augsburg](#)

 www.stadtbuecherei.augzburg.de

Opening hours


Monday to Friday: 10:00 - 19:00

Saturday: 10:00 - 15:00

Libraries in the city districts

The city library includes four libraries in the city districts and the book bus.
The district libraries have different opening hours to the centre.

Göggingen


 [Von-Cobres-Straße 1, 86199 Augsburg](#)

Opening hours

Tuesday and Friday: 14:00 - 18:00

Wednesday: 10:00 - 13:00

Haunstetten

 [Tattenbachstraße 15, 86179 Augsburg](#)

Opening hours: Monday

Monday: 13:00 - 18:00

Wednesday: 9:00 - 14:00

Thursday: 13:00 - 18:00

Kriegshaber

 [Ulmer Str. 72, 86156 Augsburg](#)


Opening hours: Tuesday

Tuesday: 13:00 - 18:00

Wednesday: 10:00 - 18:00

Thursday and Friday: 13:00 - 18:00

Lechhausen

 [Blücherstraße 1, 86165 Augsburg](#)

Opening hours

Monday to Friday: 13:00 - 18:00

Saturday: 10:00 - 15:00

Book bus

The book bus brings books, DVDs, audio books and much more to places where there is no library. Also on board are audio plays, Tonies, magazines, comics, mangas and digital media. Our focus is on children, parents and senior citizens.

There are 24 stops. The book bus stops at the same bus stop every fortnight. You can find out when and where the book bus stops [here](#)

 The book bus is also accessible for wheelchair users.

Keywords: New city library, borrowing books, foreign-language books, newspapers, magazines, music, sheet music, films, games, library card, library

Sport

Integration group of the jdav

The JDAV (Jugend des Deutschen Alpenvereins) - Augsburg section is a youth organisation. Here, children and young people practise mountain sports together. The JDAV has set up an integration group especially for refugees.

Who can join?

- Young adult refugees aged between 18 and 30

What exactly do we do?

We do activities together that suit the season and the weather. We are out and about in the city and in the mountains.

- Hiking
- climbing
- bouldering
- barbecuing
- Ice skating
- sledging
- and much more...

💡 Our meetings are once a month.

Contact us

Deutscher Alpenverein Sektion Augsburg e.V.

jdav-anfrage@dav-augsburg.de

🌐 www.dav-augsburg.de/jdav

Keywords: mountain sports, mountains, club, sport, be active, make friends, get to know people, together, Alps

Sportlotsen - we move people!

There are over 200 clubs in the sports city of Augsburg. They offer over 100 different sports - from Aikido to Zumba. There are also people who can help you find the right programme. They are Sportlotsen and Sportlotsinnen. They work on a voluntary basis. This means they don't get paid for their work.

What exactly do Sportlotsen and Sportlotsinnen do?

- They show you the way to a personalised sports offer.
- They work with you to find the right club.
- They explain financial support options to you.
- They support you for as long as necessary.
- They help you free of charge.

Who can contact SportlotsInnen?

- Refugees and immigrants who want to find a suitable organisation.

Contact us

Jürgen Pfennig | Sportlotsenprojekt

 [Mittlerer Lech 5, 86150 Augsburg](#)

 [@pfennig@freiwilligen-zentrum-augsburg.de](mailto:pfennig@freiwilligen-zentrum-augsburg.de)


 [+49 \(0\) 82145042218](tel:+49(0)82145042218)


 <https://www.freiwilligen-zentrum-augsburg.de/unse...>

Keywords: sport, club, aikido, football, tennis, handball, climbing, gymnastics, ice skating, exercise, boxing, hiking, ...

Swimming in Augsburg

Water is omnipresent in Augsburg and brings the city to life. Augsburg has nine swimming pools, four lakes, canals and rivers. You must adhere to the bathing rules in all indoor and outdoor pools.


 **Very important:** If you can't swim, never go into the water deeper than your knees! Many people drown every year because they can't swim. They don't realise that it is very dangerous to go into a river or lake.

 You can find lots of information about swimming in Augsburg [here](#)

Indoor pools

Indoor pools are heated and are mainly open in winter.

Altes Stadtbad (swimming & sauna)

 [Leonhardsberg 15, 86150 Augsburg](#)


Göggingen indoor pool (sports pool)


 [Anton-Bezler-Straße 2, 86199 Augsburg](#)

Haunstetten indoor pool (swimming courses, for children)

 [Karl-Rommel-Weg 11, 86179 Augsburg](#)

Spickelbad (sports pool)

 [Siebentischstraße 4, 86161 Augsburg](#)

 You can find more information about indoor pools (opening times and admission prices) [here](#)

Outdoor pools

Outdoor pools are only open in summer and are outdoors.

Bärenkeller Bad

 [Oberer Schleisweg 15, 86156 Augsburg](#)

Family pool at Plärrer

 [Schwimmschulstraße 5, 86153 Augsburg](#)

Fribbe outdoor pool


 [Siebentischstraße 4, 86161 Augsburg](#)

Lechhausen outdoor pool

 [Lechhauser Straße 34, 86153 Augsburg](#)

Haunstetten natural outdoor pool

 [Postillionstraße 1, 86179 Augsburg](#)


 You can find more information about the outdoor pools (opening times and admission prices) [here](#)

Rivers and lakes

If you like swimming in lakes, Augsburg has a choice of four bathing lakes. Swimming in rivers is also permitted. Swimming in canals is generally not permitted. There are only a few exceptions.

Kuhsee

Kuhsee has very good water quality. The water rescue centre is manned at weekends. There are barbecue areas, three kiosks and a restaurant with boat hire on the shore. It was given the name Kuhsee because in the past, herds of cows were led here to drink. The water quality of the Kuhsee is very good.

 [Location](#)

Bergheimer Baggersee

The small, idyllic Bergheimer Baggersee is beautifully situated in the west of Augsburg. A visit can be wonderfully combined with a cycle tour along the Wertach or in the western forests. Lifeguards from the Göggingen water rescue service are on site at weekends. The lake has very good water quality.

 [Location](#)

Motorway lake

Here you will find large sunbathing lawns, shady trees and several barbecue areas. Many people

like to come here to swim. The lake has very good water quality.

 [Location](#)

Naturfreibad Haunstetten

You can swim in unchlorinated water at Naturfreibad Haunstetten. The lake has very good water quality. The lake is over 10,000 square metres in size. There is also a kiosk, a beach volleyball court and a children's playground on site.

 [Location](#)


Lake Ilse

A lake for divers and swimmers. It has spacious sunbathing areas for relaxing. At weekends, the Königsbrunn water rescue service ensures safe swimming.

 [Location](#)

Lech, Wertach and Augsburg canals

Swimming in rivers is permitted. Swimming in canals is generally not permitted. There are only a few exceptions. Sunbathing lawns designated by the Office for Green Regulations are regularly mowed and cleaned. Unlike bathing lakes, there are no lifeguards on site.

 You can find more information on rivers and lakes [here](#)

Keywords: Nature, lake, swimming pool, swimming, outdoor pool, indoor pool, river, sauna, shore, bathing lake

Other leisure activities

Open neighborhood workshop

Target group: Families as well as residents of the Augsburg-Oberhausen district

Content:

Realization of own project ideas and repairs of all kinds

- e.g. tinkering, screwing and carpentry
- professional supervision
- fully equipped workshop
- family workshop with changing themes in the areas of wood and electronics

Apart from a contribution towards expenses for certain consumables, participation is free of charge

Place:

Basement of the Drei-Auen-Schule



[Drei-Auen-Platz 1, 86154 Augsburg](#)

 **Opening hours:**

- Family workshop for children and parents: Wednesday 16:00 – 19:00

- Open Workshop: Wednesday 19:00 – 21:00

Contact:

[Sozialpädagogisches Institut Augsburg \(SIA\)](#)

Werner Groschupf



[01705476116](tel:01705476116)



quartierswerkstatt@sia-augsburg.de



www.sia-augsburg.de/unsere-leistungen/offene-quar...

[Stadt Augsburg – Quartiersmanagement Oberhausen](#)

Dr. Bernd Rebstein

[Donauwörther Straße 110, 86154 Augsburg](#)



[08213242815](tel:08213242815)



gm.oberhausen@augsburg.de



www.augsburg.de/oberhausen

Keywords: handicrafts, leisure, neighborhood workshop, repair, repair yourself, exchange, screws, carpentry, family workshop, help to repair, Oberhausen,

Health

Being healthy in Germany

Healthcare system

Germany has a healthcare system for everyone. They get help when they are ill. Many people work together in the healthcare system. So everyone gets good treatment.


What is part of the healthcare system?

The healthcare system includes many organisations that work for your health.

- Doctors
- Paediatricians

- hospitals
- pharmacies
- Therapists


Health insurance companies are also part of this, as they pay for many services for your health.


 You can find more information on the German healthcare system, also in many languages, here: gesundheitsmehrsprachig.de

How does medical assistance work in Germany?

If you are ill or in pain, you can get help from a doctor. You need an appointment to see a doctor.

- In Germany, adults go to a family doctor first.
- Children go to a paediatrician with an adult.

 If you have health insurance, you do not have to pay for the visit yourself. Many costs are covered by health insurance.

 You can find more information on health insurance [here](#).

Where can I get help in case of illness or pain?

1. doctor's surgery

The GP practice (Hausarztpraxis) and the paediatric practice (Kinderarztpraxis) are the first place to go if you are ill or in pain. At the surgery, the doctor will talk to you and examine you. You can choose which doctor you go to.

 You can find more information about visiting a doctor [here](#)

 You can find more information about doctors [here](#)

2. Ärztlicher Bereitschaftsdienst

There are places in Augsburg where doctors are also open in the evenings, at night and at weekends. You can get help there for acute illnesses that cannot wait. You have several options:

- You can go to an on-call practice that is open.
- You can use an online consultation.
- You use other services for rapid medical assistance.


 You can find more information about the on-call medical service [here](#)

3. Apotheken-Notdienst

There are pharmacies that are also open in the evening, at night and at weekends. These pharmacies are called emergency pharmacies. A different pharmacy is on emergency duty

every day. Emergency service pharmacies can help you if you urgently need medication. You can find the open emergency service pharmacy in an emergency service pharmacy calendar. The calendar is usually displayed on the door of a pharmacy.


 You can find the emergency pharmacy calendar online [here](#)


 You can find more information about the pharmacy emergency service [here](#)

4. emergency

An emergency is a very serious illness or an accident. For example, you have severe chest pains and can hardly breathe. Or you have had an accident and are bleeding heavily or cannot move a part of your body.

You then need immediate help from a doctor. There are two options:

- You call the emergency number  [112](#) (this number is free of charge)
- You go directly to the **emergency room (Notaufnahme)** in the hospital.

 You can find more information about emergency numbers [here](#)

When is it not an emergency?

Not every illness is an emergency.

- Many complaints can wait until a doctor's surgery is open again. For example: mild fever, cold, cough or slight pain.
- For mild or moderate complaints that cannot wait, go to an on-call practice. For example: severe sore throat, fever, earache or a sudden but not dangerous problem.

An emergency is when you have very severe symptoms or when your life is in danger. For example: very severe chest pain, shortness of breath or severe bleeding.


 Call the emergency doctor on [112](#).


Keywords: health system Germany, medical care, find a doctor, family doctor Germany, health services, medical help, emergency call Germany, on-call service 116117

Visit to the doctor

If you are ill or in pain, you can go to a doctor. You need an appointment for this. Always bring your health card with you.

 **Women and men work as doctors in Germany.**


 You can find information about the health card [here](#)

 If you speak little or no German, please say so. Sometimes there is help with translation. Family or friends can also translate.

How do I find a doctor?

You can:

- ask friends, family or acquaintances
- search the Internet

 A good and official website of Kassenärztlichen Vereinigung is: [arztsuche.116117.de](https://www.arztsuche.116117.de)
You can also see a city map on this website. It shows which doctors are in your neighbourhood.

There you can enter


- which doctor you are looking for (e.g. family doctor, paediatrician, ophthalmologist)
- where you live, for example: postcode, town or street
- which language the doctor should speak

 You can find more information about doctors [here](#)

Why do I need an appointment?

With an appointment:

- the doctor has enough time for you
- you have to wait less for the doctor
- you get help more quickly

 Without an appointment you often have to wait a long time or come back on another day.

How do I make an appointment?

You can make an appointment

- by telephone
- in person at the practice
- on the practice's website (form or e-mail)
- Online doctor portals

When you make an appointment, you can say or write: "I need an appointment, please". Also state your first name and surname and what illness or pain you have (for example: "My name is (...). I have a headache.").

Always arrive on time for your appointment and bring your health card with you. If you cannot come, contact the practice and cancel your appointment.

How can I get a doctor's appointment more quickly?

Sometimes you can get a doctor's appointment more quickly.

Via your family doctor

- You go to your GP first.
- The doctor will check whether you need help quickly.
- You will then receive a referral with a code.
- You can use the code to get an appointment quickly.
- The doctor will explain what you need to do.

About your health insurance

- Some health insurers will help you find an appointment.
- You contact your health insurance company, for example by telephone or online.
- The health insurance company will help you to find an earlier appointment.
 - 💡 Not every health insurance company offers this service. Check with your health insurance company.

What is a consultation?

A consultation hour is a fixed time in a doctor's surgery. Patients can come to the doctor during this time. During consultation hours, the doctor will talk to you. You tell them what hurts or what your problem is. The doctor will examine you.

Many surgeries have fixed consultation hours during the day. Some doctors also offer online consultations. You can then speak to the doctor via video, for example.

Can a doctor come to my home?

Sometimes a doctor can come to your home. This is called a home visit (Hausbesuch). A home visit is possible if you are very ill and cannot go to the practice. This is also possible if you are ill and your child is also ill.

💡 Not every doctor makes home visits. Ask at your doctor's surgery.

Who pays for the doctor's visit?

If you have health insurance, you do not have to pay for a visit to the GP yourself. You pay for some things yourself, for example some medication or glasses.

🌐 You can find more information about what your health insurance pays for [here](#)

What happens when I visit the doctor?

- You report to reception at the doctor's surgery and show your health card.
- You wait in the waiting room.
- When it is your turn, someone calls your name.
- You talk to the doctor in the treatment room.
- You are examined.
- You will be given treatment, a prescription for medication or a referral to a specialist.

💡 If you do not understand something: ask.

What is a referral (Überweisung)?

A referral is a piece of paper from a doctor. With the referral you go to another doctor. This is often a specialist.

The referral states why you should go to the other doctor. It is often about a specific examination or a specific problem. You can often choose the other doctor yourself.

The other doctor often sends the results back to the doctor who wrote the referral.

What is a prescription and what do I do with it?

The doctor will often give you a prescription. You take the prescription to a pharmacy. There you will be given a medicine. You have to pay a small amount for many medicines yourself.

 You can find more information about prescriptions, pharmacies and medication [here](#)

Can I get a second medical opinion?

Yes, you can get a second medical opinion. This means that you can go to another doctor and ask again. Your health insurance will cover the costs.

Keywords: doctor appointment, find a doctor, find a doctor, make an appointment, sick in germany, health insurance, treatment, interpreter, language doctor, help doctor, doctor visit procedure, doctor augsburg, interpreter augsburg, 116117, kvb, medical emergency service

Elektronische Patientenakte (ePA)

What is the ePA (ePA)?

The **e**lektronische **P**atienten-**A**kte (ePA) is a digital file for your health. It belongs to you. You decide who can see the data. Doctors do not automatically see the EPR.

What information is in the EPR?

The EPR contains important information. This information comes, for example

- from the doctor
- from the hospital
- from the pharmacy
- You can also save your own documents

 The data will not be opened without your authorisation.

Who gets an ePA (ePA)?

All people with statutory health insurance receive an ePA. New policyholders also receive an ePA. They do not have to apply for it separately. Privately insured people will only receive an ePA if their insurance company offers it.

Do I have to use the EPC?

No. The EPC is voluntary. You decide for yourself whether you want to use the EPC.

What does the EPC say?

For example

- Doctor's letters
- Results of examinations
- diagnoses
- Allergies
- Vaccinations
- Medication

💡 Prescriptions for medication are often available as e-prescriptions (E-Rezept). The e-prescription is not the ePA.

🌐 You can find more information on e-prescriptions [here](#).

Who can see my EPR?

- You yourself
- Doctors, only with your permission
- Other healthcare professionals (e.g. pharmacies or physiotherapists, only with your permission)

You decide who can see what.

How does consent for the EPR work?

You can give your consent in two ways:

1. When you visit the doctor:

In the treatment room, the doctor asks if they can see the ePA. You say yes or no. A form is not necessary.

2. With the ePA app (ePA-App):

You can set your consent in the app. No dialogue is then necessary.

You can change or delete your consent at any time. The doctor can only see the ePA if you say yes. The consent is only valid for this doctor's surgery and only for a short time.

💡 When the health card is scanned at the registration desk in the doctor's surgery, no-one can see your data from the ePA. Even reception staff do not see any ePA data.

How can I use my ePA?

You can use the ePA with your mobile phone or tablet, for example. You will need an app from your health insurance provider for this.

Does the ePA cost money?

No. The ePA is free of charge.


Do I need to know German to use the ePA?

Basic knowledge helps. Many health insurers offer

- simple explanations
- help by telephone
- sometimes other languages

What else is important to know?

- The ePA is valid throughout Germany.
- It is independent of where you live.
- It helps if you often change doctors.
- Old findings are not lost.
- If you change your health insurance, your data will remain in the ePA.
- In the event of an accident, doctors may only see important emergency information.

 You can also find more information about the ePA here: gesund.bund.de

Keywords: electronic patient file, ePA Germany, digital patient file, health data, ePA app, data protection health, health insurance Germany, doctor visit Germany, health card, difference ePA and e-prescription

Health insurance, sickness certificate and emergency assistance

Sickness certificate for refugees

If you are very ill or in pain, you can get help in Germany. This also applies if you have fled or are seeking asylum and do not yet have health insurance.

You will receive a health insurance voucher (Krankenschein) for a visit to the doctor if the law allows it.

What is a sickness certificate (Krankenschein)?

A sickness certificate is a document for the doctor. You can go to a doctor with this document.

You can choose which doctor you would like to visit (free choice of doctor)

The sickness certificate does not cost you any money. The Social Welfare Office pays many costs for treatment and medication. Some treatments must first be authorised by the social benefits office before they are paid for.


Who gets a sickness certificate?

You will receive a sickness certificate if you receive benefits under the Asylum Seekers' Benefits Act (Asylbewerberleistungsgesetz).

This means that you receive money or help from the state because you are seeking asylum.


Without health insurance or a health insurance voucher, you will have to pay the doctor's fees yourself.

Where can I get a health insurance voucher in Augsburg?



 You always need an appointment to visit the Social Benefits Office. You can only get an appointment over the phone.

You can get the sickness certificate from the:

Amt für Soziale Leistungen, Senioren und Menschen mit Behinderung


-  [Metzgplatz 1, 86150 Augsburg](#)

Sachgebiet Asyl

- @asylblg.soziales@augzburg.de
-  [+49 8213249501](tel:+498213249501)
-  <https://www.augsburg.de/buergerservice-rathaus/bu...>


How do I get a sickness certificate?

You must apply for a sickness certificate. This means: You write an e-mail to the Social Benefits Office or you call them. Say or write: "I need a sickness certificate".

 Important: Also state:

- Your name
- Your date of birth
- Your address

The Social Benefits Office will check your application. If you are authorised to receive a sickness certificate, the Social Benefits Office will normally send it to you by post.

 If you speak little or no German, please say so. Sometimes there is help with translation. Family or friends can also translate.

How long is the sickness certificate valid for?

The sickness certificate is usually only valid for a certain period of time. After that, you must apply for a new sickness certificate.

When do I need authorisation for treatment?

For some treatments you need prior authorisation from the Office for Social Services.

For example, you need authorisation for

- Physiotherapy: exercises for the body
- Psychotherapy: help with psychological problems.
- Rehabilitation (Reha): Treatment after a long illness or accident)
- Medical aids: e.g. wheelchair
- Operations

If you need an operation, your doctor will ask the social benefits office for authorisation. Sometimes you will have to submit a cost estimate.

What do I do in an emergency?

You can **always** get medical **help** in an **emergency** - even without a medical certificate. An emergency is, for example


- very severe pain
- accident
- Danger to life

 Please call [112](tel:112) call. Or go directly to the hospital emergency room.




 You can find more information about emergencies [here](#)


Do you need advice on the healthcare system?


There is free medical counselling for refugees in Augsburg. The counselling is anonymous.

 Mondays from 10 to 11 a.m. in the Café Tür an Tür

Dr. med. Maria Möller | Medizin-Café: Medizinische Beratung für Geflüchtete

-  [Wertachstr. 29, 86153 Augsburg](#)
-  [@gesundheit@verein.tuerantuer.de](mailto:gesundheit@verein.tuerantuer.de)
-  <https://tuerantuer.de/2024/09/19/medizin-cafe-med...>

 You will **not** receive any treatment at the medical café.

 You can find more information about the next medical café [here](#)

Keywords: medical certificate, applying for a medical certificate, visiting a doctor without health insurance, medical care for refugees, Asylum Seekers Benefits Act, emergency medical help, Augsburg refugee health

People without health insurance

Almost everyone in Germany has health insurance. But some people are new to the country or have no insurance. For example:

- You have just arrived in Germany.
- They are waiting for important documents.
- You need support first.


 **Important:** Even without health insurance, you can get help in an emergency.

What happens if I arrive in Germany and have no insurance?

If you are new to Germany, the path to health insurance can be different. It depends on the reason why you are in Germany.

If you are seeking protection (asylum application)

- You apply for asylum.
- You will receive assistance in accordance with the Asylum Seekers' Benefits Act (Asylbewerberleistungsgesetz).
- Initially, you have no health insurance.
- You can obtain a health insurance voucher from the Office for Social Benefits.
- You can go to the doctor with the sickness certificate.

 You can find more information about the sickness certificate [here](#)

If you are coming to Germany for other reasons

For example:

- for work
- to study
- as an EU citizen
- as an au pair because of
- family in Germany

Then you must have health insurance yourself.


 You can find more information about health insurance [here](#)

Who can help me if I have questions?

If you do not have health insurance, you can go to a counselling centre. There you can talk about your situation and get help.

Bring important documents with you to the counselling centre, for example


- Passport or residence permit
- Work papers if you are already working

 You can find more information about counselling centres [here](#)

What do I do in an emergency?

You can always get help in an emergency in Germany. An emergency is, for example

- very severe pain
- accident
- danger to life

 Please call [112](#) to.

You can also go directly to the hospital emergency room.

 You can find more information about emergencies [here](#)

What other services are available?

St John Ambulance

The "Hilfsmobil" is a mobile medical service. It comes to various locations in Augsburg and helps people without insurance or without a home free of charge. The employees help with various problems.

- They treat wounds.
- They change bandages.
- They help with simple health problems.
- They give tips for everyday life.
- They explain how to protect yourself from illness.
- They help you find a doctor's surgery or other help.

Where can I find the help mobile?

The mobile help centre travels to various locations in Augsburg. For example, it stops at residential homes, railway stations and places in the city. The exact locations and times may change.

 You can find the current stops on the website of the Johanniter-Hilfsmobils: [johanniter.de](#)

Keywords: treatment without insurance, visit to doctor without health insurance, health care Augsburg, refugees health, health

assistance, Augsburg health authority.

Doctors, medical on-call service and hospitals

Doctors and physicians

There are various doctors in Germany. They all have a specific task. Here you will find a brief explanation.

 **Women and men work as doctors in Germany.**

What is a family doctor (Hausarzt)?

A family doctor helps with many illnesses and pains. The GP knows the patients well and also knows their previous illnesses. He has a file with all the important information about the patient's health. This includes the results of examinations and treatments and the illnesses that someone has had or has.

If necessary, the GP organises further examinations or appointments with other doctors.

What do GPs do, for example?

- They examine people who are ill.
- They help with pain.
- They write prescriptions for medication.
- They write referrals to other doctors.
- They explain the results of examinations and what the illness is.
- They advise on prevention and vaccinations.
- and much more ...

What is a medical specialist?

A specialist is a doctor who specialises in one part of the body or a specific health problem. For example, eyes, skin or teeth. Specialists help with specific illnesses and problems. They often receive a referral from your GP.

What do specialists do, for example?

- They examine parts of the body, for example:
 - an ENT doctor examines the throat, nose and ears
 - a cardiologist examines the heart
 - an orthopaedist examines bones and joints
- They help with a specific health problem.
- They explain exactly what the illness is and what treatment will help.
- They often work together with general practitioners.

What is a paediatrician?

A paediatrician treats babies, children and adolescents. They help with illnesses and carry out regular health checks. For babies and children, these examinations are called U1 - U10. The examinations are listed in a booklet called the examination booklet for children (U-Heft). For adolescents, they are called J1 + J2 examinations. The doctor checks whether the child is healthy and developing well. Vaccinations for children are also carried out there and are entered in the immunisation record.

💡 Please bring the following with you every time you visit the paediatrician's practice

- the paediatric examination booklet (U-Heft)
- the child's insurance card
- the immunisation record

What do paediatricians do, for example?

- They examine babies, children and adolescents.
- They check whether a child is growing healthily. For example, they measure height and weight and listen to the lungs.
- If a child is ill, the paediatrician examines it and explains to the parents what needs to be done.
- They explain the results of examinations, what illness the child has and the treatment that will help.
- They advise parents if they have questions about their child's health.

How do I find a doctor in my language?

Some doctors speak several languages.

🌐 A good and official website is the doctor search of the Kassenärztlichen Vereinigung: [arztsuche.116117.de](https://www.arztsuche.116117.de)

On this website you can choose

- which doctor you are looking for (e.g. family doctor, paediatrician or ophthalmologist)
- your place of residence
- which language you want the doctor to speak

This may help you find a doctor who speaks your language.

What is a doctor's letter (Arztbrief)?


A doctor's letter is a letter from a doctor to other doctors. It contains important information about your health, for example the results of examinations, what exactly the illness is and what treatment is recommended. Other doctors read the letter and then know what the doctor has already done.

Sometimes you receive a doctor's letter yourself. Then you take it to another doctor. However, the doctor's letter always remains information for doctors.

What is medical confidentiality (Schweigepflicht)?

Doctors must remain silent about your health. This means that they are not allowed to pass on information to other people. This information remains secret.



Doctors may only share information with other doctors. This allows them to work well together. For other people, for example school or employers, you need written authorisation from the patient.

 You can find information on appointments, costs and the doctor's procedure [here](#)


Keywords: There are many doctors' surgeries in Germany. People often look for a doctor in Germany, for example a family doctor, specialist or paediatrician. Many want to find a doctor who speaks their language. This information helps to better understand medical help in Germany. It is also important for people from other countries or refugees to know how doctors work in Germany.

On-call medical service (KVB)


The medical on-call service helps when doctors' surgeries are closed. This could be in the evening, at night, at weekends or on public holidays. However, the on-call service is not an emergency service.

 In an emergency or if your life is in danger, call  [112](#) call.

The medical on-call service is provided by the Association of Statutory Health Insurance Physicians in Bavaria (KVB = **K**assenärztlichen **V**ereinigung **B**ayerns). In other federal states, the Association of Statutory Health Insurance Physicians is named after the federal state (e.g. Berlin or Hesse). The task and the telephone number are the same everywhere.

 You can find more information about the on-call medical service in Bavaria here: [kvb.de](#)

What does the medical on-call service do?

The on-call service helps if you are ill or in pain and cannot wait until the next day. If you call  [116117](#) you will receive medical help. This means you don't have to go to the hospital emergency room. When the GP surgery is open again, you can go to your GP for further treatment.

When do I use the on-call service?

You use the on-call service

- when your GP surgery is closed
- when the GP surgery is closed
- for pain or other problems that cannot wait

How can I contact the on-call service?

You can reach the on-call service on the telephone number [116117](tel:116117)


- free of charge
- anywhere in Germany

A specialist will tell you on the phone what you should do. You will then receive this help:

- You go to an on-call practice.
- Or a doctor will come to your home.

What is the online consultation?


The online consultation is a service offered by the Association of Statutory Health Insurance Physicians in Bavaria. The online consultation is only available in Bavaria. You speak to a doctor via video. You need the Internet and a mobile phone or a computer with a camera.

 You can find more information here: [Online-Angebot der KVB](#)

When does the online consultation help?



The online consultation helps

- when the GP surgery is closed
- for minor pain
- for questions about your health
- if you are unsure

It does not help in emergencies. If your life is in danger, call  [112](tel:112) call.

How does the online consultation work?

- You open the website: doconline-bayern.de
- Enter your postcode.
- You enter your date of birth.
- You write in the chat.
- You answer simple questions.
- You can speak with video. The system takes you to online registration.
- You enter your details.
- You choose an appointment.
- You wait in the online waiting room.
- Then you see a doctor.
- You talk to each other via video.
- The doctor tells you what to do.

 If you are in very severe pain or your life is in danger, call  [112](tel:112) .

Keywords medical on-call service, 116117, medical help outside office hours, closed doctor's surgery, GP surgery, Bavarian Association of Statutory Health Insurance Physicians (KVB), nationwide doctor's hotline, emergency 112, danger to life, emergency room, on-call surgery, doctor's visit at home, treatment for acute complaints, pain at the weekend, medical care at night, online consultation hours in Bavaria, video consultation hours, doonline-bayern.de, online waiting room, medical advice by video.

Medication, pharmacies and e-prescriptions

Medication

How do you get medication?

If you are ill, go to a doctor. They will often give you a prescription for medication. The prescription is available on paper or digitally. You can get your medication at any pharmacy with the prescription.

Important

- You cannot buy some medicines without a prescription.
- Without a prescription, you pay the full price of the medication.

When do I need a prescription?

You need a prescription for strong medicines, such as

- antibiotics
- strong painkillers

Lighter medicines (e.g. mild painkillers) are available without a prescription.

If you are unsure, ask:

- at the doctor's surgery
- at the pharmacy

What prescriptions are available?

Red prescription:

- The health insurance company pays for most of it.
- You only pay a co-payment.

Green prescription:

- You have to pay for the medication yourself.


- The doctor recommends the medication.

Blue private prescription:

- You have to pay for the medication yourself first.
- If you have private insurance, you will get the money back later.

Medication with a health insurance voucher (Krankenschein)

- The Office for Social Services pays for many important medications.

 You can find more information about the health insurance voucher for refugees [here](#)

Medication for children

- Medication on a red prescription is free of charge for children under the age of 18.
- The pharmacy sells mild medicines for children and babies.

 Do not give your child any medication for adults. Ask a doctor beforehand.

Other important tips


- Many medicines are also available as cheap alternatives. Ask in the pharmacy: "Is there a cheaper medicine?"
- If a medicine is not available, the pharmacy can order it for you.
- Only buy medicines online from genuine and verified online pharmacies.
- Store medicines in a cool, dry place and not in the sun.

Keywords: buy medication, prescription colours, red prescription, green prescription, private prescription, cheap medication, generic, prescription only, prescription-free, sick note, children's medication, antibiotics, painkillers, e-prescription, pharmacy medication

Pharmacies

What is a pharmacy?

A pharmacy is a shop selling medicines.

 In Germany, you can only buy medicines in a pharmacy.

In a pharmacy you get:

- Medication
- Help with your medication, for example information on how to take the medication.
- Simple health tips, for example tips for minor problems such as colds or small wounds.
- Plasters, ointments, vitamins, baby products and other health products

Important:

- You have to pay a little money for some medicines. This is called a co-payment (Zuzahlung).
- If a medicine is not available, the pharmacy can order it for you.
- The pharmacy cannot investigate illnesses. If you are in severe pain, you must see a doctor.

Advice in the pharmacy

You can always ask questions at the pharmacy, for example

- Can I take the medication together with my other medications?
- What problems can occur after the medication?
- Are there cheaper medicines?

🗣️ If you speak little or no German, please say so. Sometimes there is help with translation. Family or friends can also translate.

What is an emergency pharmacy?

Many pharmacies are closed at night, on Sundays and on public holidays. But there is always a pharmacy that is on emergency duty and open. Every pharmacy has a sign with the address of the emergency service pharmacy.

💡 In an emergency service pharmacy you sometimes pay an extra 2.50 euros as an emergency service fee.

How to find the emergency service pharmacy:

🌐 You can find emergency service pharmacies on the Internet here: [aponet.de](https://www.aponet.de)

☎️ There is also a pharmacy emergency service hotline: [08000022833](tel:08000022833) (free of charge) and from a mobile phone: [22833](tel:22833) (max. 69 cent)

What is an online pharmacy?

An online pharmacy is a pharmacy on the Internet. You can order medicines online. The medication is delivered to your home.

Important:

- For medicines (drugs) with a prescription, you also need a doctor's prescription online.
- Make sure that the online pharmacy is genuine and verified.

Keywords: pharmacy finder, emergency service pharmacy, redeem prescription, medicines, generics, over-the-counter, prescription only, order medicines, e-prescription app, redeem prescription

E-prescription

What is an e-prescription?

An e-prescription is an electronic prescription for medication. The doctor saves the prescription digitally.



How does the e-prescription work?

The doctor writes an e-prescription. You do not receive a paper prescription, but a digital prescription. With an e-prescription, you can get your medication at any pharmacy.

How do I get an e-prescription?

This is how you get your e-prescription:

- **With your eGK health card**
It is often sufficient to show your health card at the pharmacy. The pharmacy can then read your e-prescription.
- **With a paper QR code**
You will receive the QR code at the doctor's surgery. A QR code is a square with lots of small black and white boxes.
- **With the e-prescription app**
You can view your prescriptions there on your mobile phone or tablet. You will see a QR code in the app.

 The e-prescription is not the electronic ePA patient file. The ePA is a digital health record.
 You can find more information about ePA [here](#).

How do I get my medication with an e-prescription?

Show it at the pharmacy:

- Your health card
- or the QR code on paper
- or the QR code in the e-prescription app on your mobile phone

The pharmacy scans the card or QR code. You will then receive your medication.

What do I need to use an e-prescription?

You don't need a smartphone. Your health card is sufficient. If you do not have a health card, you will receive a paper prescription for your medication.

What do I need for the e-prescription app?


You need the following for the app:

- Your eGK health card
- a PIN

You can get the PIN from your health insurance company. This can often be done via the app or the health insurance company's website.

Important information about the e-prescription

- Some medicines are not yet available as e-prescriptions.
- Only the pharmacy can see your e-prescription.

 You can find more information about e-prescriptions here gesund.bund.de

Keywords: e-prescription, electronic prescription, prescription pharmacy, health card eGK, medication pharmacy, e-prescription app, prescription without smartphone, difference between e-prescription and ePA, healthcare in Germany

Mental health

Vaccinations

There is no requirement to be vaccinated in Germany. This means that every adult can decide for themselves and parents can decide which infectious diseases they want to vaccinate themselves and their children against.

However, there are some vaccines that are recommended for the population depending on age, health, pregnancy and risk. You can find this information on the website of the Federal Ministry of Health: [Bundesministerium für Gesundheit](https://www.bmg.bund.de) as well as on the website of the [Bundeszentrale für gesundheitliche Aufklärungen](https://www.gesundheitsberater.de)

Doctors can offer help and assurance in this decision. You can find it here:

 <https://www.rki.de/DE/Content/Infekt/Impfen/Mater...>

You can also discuss this at length with your doctor.

Key words: Vaccination, immunisation protection, compulsory vaccination, precaution

Sexually transmitted infections (STIs)

What are sexually transmitted infections (STIs)?

Sexually transmitted diseases are infections that can be contracted during sex. For example, you can become infected through unprotected sex or close physical contact. These diseases are also known as STIs. This is the abbreviation for: Sexually transmitted infections.

There are many types of STI. For example:

- HIV - can weaken the immune system.
- Chlamydia - can cause pain or infertility.
- Syphilis - often starts with a small, painless rash.
- Gonorrhoea (gonorrhoea) - can cause discharge and burning when urinating.
- HPV - a virus that can cause warts or cancer.

Please note!

- Many STIs do not cause any symptoms at first.
- It is therefore possible to be infected without realising it.
- You can then pass on the disease unnoticed.

What can you do?

- Use condoms - they provide good protection against many STIs.
- Have yourself tested regularly, especially if you are infected Go to a counselling centre.

💡 You can find advice centres in the Integreat app under [STI advice centres](#)

STI counselling centres

Do you have questions about sexually transmitted infections (STIs)? Are you afraid that you have been infected? Do you have questions about sexuality and sexual orientation? Go to a counselling centre. The counsellors will be happy to help you.

Counselling is confidential and anonymous. You do not have to give your name.

💡 **Counselling is free of charge.**

Counselling centres in Augsburg

Gesundheitsamt der Stadt Augsburg

- You can get medical counselling on STIs here.
- You can take the HIV antibody test here.

Gesundheitsamt

📍 [Karmelitengasse 11, 86152 Augsburg](#)

✉ kontakt.gesundheitsamt@augsburg.de

☎ [+49 8213242029](tel:+498213242029)

🌐 <https://www.augsburg.de/buergerservice-rathaus/bu...>

Augsburger Aidshilfe e.V.

- You can get anonymous counselling on the following topics:

- sexual health, STIs, HIV, hepatitis, PrEP, chemsex
- coming out
- M*SM*-specific topics
- Living with HIV
- safer sex
- You can take a test here. Test evenings are always on the 1st and 3rd Tuesday of the month.
 - 💡 Register anonymously at +49 (0) 8212592690
- The counsellors support people with HIV
- They offer safer sex consultations in "incognito".
- The counsellors visit HIV positive people in prison.
- There are training courses for multipliers.

Augsburger Aidshilfe e.V.

📍 [Ulmer Straße 182, 86156 Augsburg](#)

✉ [@info@augzburg.aidshilfe.de](mailto:info@augzburg.aidshilfe.de)

☎ [+498212592690](tel:+498212592690)

🌐 <https://augzburg.aidshilfe.de/de>

AWO - Zentrum für Aidsarbeit Schwaben (ZAS)

- You can get anonymous counselling here if you have questions about HIV and Aids.
- You can take an HIV test here.
- The counsellors will accompany you and advise you in times of crisis.
- They can refer you to other specialist counselling centres or medical facilities.
- Regular events take place here, e.g. medical lectures, client parties and celebrations, information events on legal topics and much more.

Zentrum für Aidsarbeit Schwaben (ZAS)

📍 [Schaezlerstraße 36, 86152 Augsburg](#)

✉ [@kontakt@zas-schwaben.de](mailto:kontakt@zas-schwaben.de)

☎ [+49 821158081](tel:+49821158081)

Heat and health

Heat is exhausting for many people. They find it difficult to concentrate or work. Some people become ill in extreme heat. In severe cases, heat can also lead to death.

What dangers are there when it is very hot?

Heat puts a lot of strain on the body. People sweat and lose water and important salts. Many people then feel tired or weak. People who are already ill often have more problems. The brain works more slowly. The blood thickens if you don't drink enough. The heart then has to work harder. Some people have a heart attack or a stroke. Pregnant women can go into labour and the baby sometimes comes too early.

This is the body's way of showing that it is too hot:

- The face gets hot and red.
- You get a headache.
- You feel weak or dizzy.
- Your circulation is not working properly and your blood pressure fluctuates.
- You feel sick (nausea).
- Muscles or stomach hurt (cramps).
- You become restless or can no longer understand everything.
- Your skin feels dry, including your mouth.
- You don't have to go to the loo often, your urine is dark.
- You have a high body temperature (over 37.5 °C), which looks like a fever.

What helps immediately if you don't feel well?

- Put a cold, wet cloth on your face, neck or legs.
- Drink a lot - preferably water.
- Go into the shade or into a cool room.
- If you still don't feel better, see a doctor.

What can you generally do when it's very hot?

- **Drink enough every day.**

Adults need at least 1.5 litres of water a day. Older people need between 1.3 and 1.5 litres. If it is very hot, you should drink 1 to 2 litres more. Water and tea without sugar are best.

💡 Drinks should not be too hot or too cold. Drink only a little alcohol, coffee or black tea.

Caution! Some people are not allowed to drink so much due to illness. It is best to ask your doctor.

- **Eat light meals.**

Eat light meals such as lots of fruit, vegetables and salad.

- **Be careful with medication.**

If you are taking medication, talk to your doctor. Some medicines work differently when it is very hot.

- **Clothing and shade protect you from the sun.**

Wear light-coloured, airy clothing. Wear a cap or hat when you are out in the sun. Do not stay in the sun for too long.

- **Use sun cream.**

Use sun cream with a high sun protection factor.

- **Rest.**

Take a break at midday and rest. Only cover yourself with a thin blanket or sheet.

- **Keep your home cool.**
Ventilate your home in the morning and evening. Close the windows during the day and leave the curtains or shutters down. This will keep your home cooler.
- **Avoid heavy physical labour**
Avoid physically strenuous work or sport when it is very hot. If you have to work, take plenty of breaks and drink lots of fluids.
- **Be careful when swimming.**
If you swim, wear sunglasses and a hat. This will protect you from the sun.

Also think about other people when it is very hot.

Pay attention to your family, neighbours, flatmates and other people.

- Do they look different than usual? For example: pale, confused or very tired? Do they have a headache or circulatory problems?

Then help them:

- Speak to the person.
- Give them water or take them into the shade.

💡 **If it is very bad: Call the emergency number 112.**

For whom is heat particularly dangerous?

- Elderly people
- Babies or children
- pregnant women
- People with an illness (especially in the brain, heart, lungs or kidneys)
- People with disabilities
- Homeless people
- People with addiction problems
- People who work outside or hard at work
- People who do sport outdoors.

Keywords: heat protection, heat complaints, symptoms of heat, heat stress, recognising heat stroke, circulatory problems in summer, health in the heat, first aid in the heat, heat sensitivity, tips against heat, symptoms of dehydration, heat and older people, heat and medication, heatwave in Germany, protection against sunstroke

People with disabilities

Counselling

People with disabilities are people who have physical, mental or psychological limitations. These limitations can affect movement, speech or learning, for example. People with disabilities and their families often have a hard time. They need special help in everyday life.

Some people cannot move around easily. They need homes that are barrier-free. Others need special medical treatment or a special workplace.

There is a lot of help available in Germany and in Augsburg. These aids are often very complicated. Many people don't know about them. That's why there are advice centres in Augsburg that provide help and information.

Do you or someone in your family have a disability?

Then contact an advice centre. The counsellors will be happy to help you.

 **Counselling is free of charge and confidential.**

Counselling centres in Augsburg

EUTB - Ergänzende Unabhängige Teilhabeberatung


The following people can contact the EUTB:

- People with disabilities
- People who are at risk of becoming disabled
- Relatives of these groups

The counsellors will help you with the following questions:

- What help can I apply for?
- What rehabilitation is possible?
- What other counselling services and important institutions are there?

EUTB - Ergänzende Unabhängige Teilhabeberatung | PRO RETINA Deutschland e.V.

 [Bahnhofstraße 15, 86150 Augsburg](#)

 @augsburg.eutb@pro-retina.de

 [+49 \(0\) 82147874836](tel:+49(0)82147874836)

 <https://www.teilhabeberatung.de/>

Verfahrenslotsen


The following people can contact the counsellors:

- Young people with disabilities (up to the age of 27)
- Young people (up to the age of 27) who are at risk of becoming disabled
- Relatives of these groups (including families, foster parents, legal carers)

The counsellors will help you with the following questions:

- What help is available for children and young people?
- What rights do young people with disabilities have?
- What help is suitable for my situation?
- How can I submit an application?
- What documents do I need?
- Which other institutions are important in my situation?

Verfahrenslotsen | Stadt Augsburg - AKJF

 [Halderstr. 23, 86150 Augsburg](#)

 [@verfahrenslotse.akjf@augzburg.de](mailto:verfahrenslotse.akjf@augzburg.de)

 [+49 \(0\) 82132464585](tel:+49(0)82132464585)

 <https://www.augsburg.de/umwelt-soziales/kinder-un...>

Peer Counseling

People with disabilities are the best experts on their own behalf. This is the approach of peer counselling. This means that people with disabilities advise those seeking advice.

Peer Counseling | Arbeiter-Samariter-Bund

 [Hessingstraße 2, 86199 Augsburg](#)

 [@behindertenhilfe@augzburg-asb.de](mailto:behindertenhilfe@augzburg-asb.de)

 [+49 \(0\) 82156788291](tel:+49(0)82156788291)

 <https://www.augsburg-asb.de/unsere-angebote1/behi...>

Counselling centre for augmentative and alternative communication

The Counselling Centre for Augmentative and Alternative Communication (AAC) advises people who have difficulties speaking or understanding language. It provides information on aids that can help you, for example.

Beratungsstelle für Unterstützte Kommunikation | Caritas Augsburg

 [Alter Postweg 92, 86159 Augsburg](#)

 [@UK-Beratung@cab-caritas.de](mailto:UK-Beratung@cab-caritas.de)

 [+49 \(0\) 82158980012](tel:+49(0)82158980012)

 <https://cabkom.cab-caritas.de/unterstuetzte-kommu...>

Keywords: disability, blindness, cross-section, impairment, participation, rehabilitation, integration assistance, participation services, SGB IX, SGB VIII

Open work for the disabled (OBA)

Offene Behindertenarbeit (OBA for short) promotes the participation of people with disabilities. It has programmes for children and adults.

Who can contact the OBA?

- People with physical disabilities
- People who learn or think more slowly.
- People who cannot see or hear well.
- People with chronic illnesses
- People who may soon develop a disability.
- Relatives of people with disabilities, such as family or other close people.

What exactly does the OBA do?

- It provides information and advice on many issues, for example: Housing, care insurance, finances.
- It provides information about rights and options.
- It offers low-threshold and outpatient care.
- It organises inclusive leisure activities (e.g. cooking courses, excursions, playing together, sports).
- It organises educational opportunities.
- It helps people to live as independently as possible.
- It supports families.
- It provides referrals to other counselling and services.


 **OBA counselling is free of charge.**

A fee may be charged for other services (such as leisure activities).

Which institutions offer OBA?

There are 4 institutions in Augsburg that offer OBA. Each institution has its own programmes. Each institution describes its services on its own website. Have a look at the websites. You are sure to find something that suits you.

OBA | Dominikus-Ringeisen-Werk

 [Hermanstraße 8, 86150 Augsburg](#)

 [@oba-augsburg@drw.de](mailto:oba-augsburg@drw.de)

 [+49 \(0\) 82145033610](tel:+49(0)82145033610)

<https://drw.de/betreuungsangebote/information-ber...>

OBA | Evangelische Jugend Augsburg e. V.

[Hooverstraße 1, 86156 Augsburg](#)

@oba.augsburg@elkb.de

[+49 \(0\) 82124011400](tel:+49(0)82124011400)

<https://oba-augsburg.de>

OBA | Lebenshilfe Augsburg e. V.

[Elmer-Fryar-Ring 90, 86391 Stadtbergen](#)

@offene-hilfen@lebenshilfe-augsburg.de

[+49 \(0\) 8213468730](tel:+49(0)8213468730)

<https://www.lebenshilfe-augsburg.de>

OBA | Malteser-Hilfsdienst e. V.

[Werner-von-Siemens-Str. 10, 86159 Augsburg](#)

@oba.augsburg@malteser.org

[+49 \(0\) 8212585060](tel:+49(0)8212585060)

<https://www.malteser.de/standorte/augsburg/dienst...>

The OBA is funded by the Bavarian State Ministry of Labour and Social Affairs, Family and Integration and the District of Swabia.


Disability Advisory Council of the City of Augsburg

The Disability Advisory Council is a group of people who advocate for the interests of people with disabilities in Augsburg. This group includes people with disabilities, their relatives and experts.


The advisory board advises the city of Augsburg. This means that it tells the city what is important so that people with disabilities can live well. For example:

- Barrier-free flats and buildings
- Assistance in everyday life
- Access to education and work

The advisory board does not work like an authority. It does not make laws. It gives recommendations and ideas to the city council and the administration. The aim is to ensure that the city takes better care of people with disabilities and that all citizens can live and participate equally in Augsburg.

 You can find more information [here](#).


Geschäftsstelle | Behindertenbeirat der Stadt Augsburg

 [Mittlerer Lech 5, 86150 Augsburg](#)

 behindertenbeirat@augzburg.de

 [+49 \(0\) 8213244330](tel:+49(0)8213244330)

 <https://www.augszburg.de/buergerservice-rathaus/ra...>




 The office is located in the main building
Intermediate floor Z1
In the lift: 1st floor press
Room 122


Emergency and difficult life situations


Emergency numbers

An emergency is an acute danger. This includes, for example, an accident, heart attack or fire. If you personally or someone else is in an emergency situation, you can call the police, fire brigade or rescue services.

Important telephone numbers for emergencies

- **Police:**  [110](tel:110)
- **Fire brigade, rescue service:**  [112](tel:112)
- **Ambulance, emergency doctor:**  [112](tel:112)

 The emergency numbers on mobile phones always work, even if you have a prepaid card without credit/money!

 You may only dial the emergency number in an actual emergency situation. Misuse is punishable by up to two years in prison in accordance with § 145 Para. 1 No. 1 StGB.

Important information for an emergency call

- **Who is** calling (your name)?
- **Where** has something happened (address)?
- **What** has happened?
- **How many** sick or injured people are there? Are there children or adults?
- **What kind** of illnesses or injuries are there?
- **Wait** for further questions!

Remain calm. Speak slowly and clearly so that you can be better understood. Do not end the call. The emergency call centre / police will end the call when all important information has been transmitted.

What else you should think about

- If you go to hospital, take your ID, passport or proof of arrival with you.
- If you are registered with a health insurance company, also bring your insurance card.
- **Information for asylum seekers:** You may only go to hospital without a treatment voucher in an emergency. At the hospital, you must show that you are an asylum seeker with your proof of arrival and the costs will be settled via the Office for Social Services

Keywords: Emergency call, emergency doctor, police, rescue service, ambulance, fire brigade, fire, life-threatening, SOS, rescue, accident, emergency situation

Difficult Life Situations

Women in distress

Counselling for women in distress at:

- persecution
- impending forced marriage
- forced prostitution
- female circumcision
- Domestic violence
- sexual violence
- Emergencies and problems particular to women

SOLWODI Bayern e.V.

Daniela Lutz


 [Schießgrabenstr. 2, 86150 Augsburg](#)


 [082150876264](tel:082150876264)

 <http://www.solwodi.de>

Wildwasser e.V.

Specialist counselling centre for sexual violence against girls and women

 [Schießgrabenstr. 2, 86150 Augsburg](#)

 [0821154444](tel:0821154444)

 <http://www.wildwasser-augsburg.de>

Information from the City of Augsburg

[Flyer of the City of Augsburg](#)

further help

In the current Corona crisis, families are long and uninterrupted together, often cramped and without privacy. For many this is a difficult situation, for children and women the risk of falling into the to be mistreated and abused within their own four walls.

You can find the most important help offers - by telephone, online, free of charge and anonymous - [here](#)

Key words: Sexualised violence, women in distress, domestic violence, prostitution, female circumcision, violence, woman

Children and young people in need

Help - a child is in danger!

- Are you very worried about a child?
- You know a child is being beaten?
- A child is in distress?
- Are you yourself a young person in distress?

Then please get in touch with these centres:

**City of Augsburg
Office for Children, Youth and Family**

Zentrale Fallaufnahme Kinderschutz

@kinderschutz@augzburg.de

[+49 \(0\) 8213242811](tel:+49(0)8213242811)

 You can find more information [here](#)

German Child Protection Association Augsburg e.V.

Anlaufstelle für Kinderschutz


[Volkhartstraße 2, 86152 Augsburg](https://www.volkhartstrasse2.de)

@anlaufstelle@kinderschutzbund-augszburg.de

[+49 \(0\) 82145540621](tel:+49(0)82145540621)

 You can find more information [here](#)

What to do outside office hours?

- Is a child in immediate danger?
Please inform the police by calling  110

Who can contact the contact centres?

- Children and young people who can no longer cope.
- Mums and dads who want to change their day-to-day parenting.
- Carers and teachers who are very worried about their children.
- Neighbours and relatives who know of a child's plight.

Keywords: child protection, abuse, child abuse, help, neglect, child in distress, be afraid, protection, child in danger, beating, beatings, violence, maltreatment, youth welfare office, counselling, emergency number, protection for children

Counselling and helpline

Sometimes you have problems or worries and want to talk to someone about them. But there may be no one you can talk to. Or you may prefer to talk to a neutral person who is not part of your family or circle of friends. Some people are afraid to talk to friends or relatives about their worries.

In such situations, counselling and helplines can help. There you will find people who will listen and support you.

You can go there with various problems, for example

- You are in a life crisis.
- You are experiencing violence in your family.
- You feel overburdened.
- You are worried about your child.
- You are caring for a sick person and don't know what to do.
- and much more...

 **These counselling sessions are free of charge.**


What is counselling?


Pastoral care means: people talk about their worries and problems. Pastoral counsellors listen, give advice and provide support in difficult situations. Churches often offer counselling, but all people can make use of it - regardless of their religion. There is also Muslim counselling in Augsburg.

These services are available:

Ökumenische TelefonSeelsorge Augsburg

 [+49 \(0\) 8001110111](tel:+49(0)8001110111)

 [+49 \(0\) 8001110222](tel:+49(0)8001110222)

 116123 (dial without area code)

 www.telefonseelsorge-augsburg.de

MUSA | Muslimische Seelsorge

[@info@itv-institut.de](mailto:info@itv-institut.de)

[+49 \(0\) 82150474490](tel:+49(0)82150474490)

<https://www.itv-institut.de/musa/>

What is a helpline?

A helpline is a telephone number for people with problems, worries and questions. Here you can talk about your problems. If you wish, you can get information about the help available in Augsburg.

Children, young people and adults can call the helpline.

- You call them when you need help.
- Staff answer the call, listen and offer advice.
- The call costs nothing.
- If you want to, you don't have to give your name.

These services are available:

PUSULA | Türkischsprachiges Sorgentelefon

[+49 \(0\) 8214550044](tel:+49(0)8214550044)

SMENA | Sorgentelefon in russischer Sprache

[+49 \(0\) 8214508000](tel:+49(0)8214508000)

Krisendienst Schwaben

- You can get help here if you are experiencing a mental health crisis.
- Counselling is available in over 120 languages.
- You can call at any time: daily from 0 - 24 hours

[+49 \(0\) 8006553000](tel:+49(0)8006553000)

Hilfetelefon Gewalt gegen Frauen

- It is a helpline
- Counselling is available in many languages.
- You can call at any time: daily from 0 - 24 h

[+49 \(0\) 8000116016](tel:+49(0)8000116016)

Number against grief - children and young people

- Stress with parents? Trouble with friends? Or problems in love? The staff at Nummer gegen Kummer take the time to listen and help. Counselling is anonymous and calls are free from mobile phones and landlines.

+49 (0) 8001110333

www.nummergegenkummer.de

Number against grief - parents' helpline

- Do you feel overloaded?
- Are you worried about your child?
- Are you going through a difficult crisis?
- Have you been the victim of violence?

+49 (0) 8001110550

www.nummergegenkummer.de

Further offers

You can find many more offers [here](#)

Keywords: Help in distress, distress, worries, crises, problems, counselling, listening

Anti-discrimination counselling

Central anti-discrimination office

Discrimination means that people are treated unfairly just because they have certain characteristics, for example:

- A person does not get a job because they come from a different country.
- A child is not allowed to play in a group because it has a disability.
- A woman is paid less than a man for the same work.

That is not fair. Everyone needs the same respect. Everyone should have the same opportunities. Discrimination hurts and makes life difficult. That's why it's important to talk about it and get help.

Have you experienced or observed discrimination in our city?

Reasons for discrimination can vary, for example: age, disability, ethnic origin, gender, religion, sexual orientation and many others...

Go to a counselling centre!

The Central Anti-Discrimination Office (ZADS) supports people who have experienced discrimination. People who have witnessed incidents can also contact the ZADS.

How does ZADS provide support?

- The counsellors carry out an initial assessment in accordance with the General Equal Treatment Act (AGG)

💡 Please note: This is not binding legal advice.

- The counsellors will put you in touch with relevant advice centres.
- In appropriate individual cases, they can also act as mediators.

Who can contact the ZADS?

- People who have experienced discrimination or witnessed incidents in the city of Augsburg

🌐 You can find more information [here](#)

Contact us

Stadt Augsburg - Zentrale Antidiskriminierungsstelle

Dr, Carmen Buschinger

📍 [Maximilianstraße 3, 86150 Augsburg](#)

@antidiskriminierungsstelle@augzburg.de

☎ [+49 \(0\) 8213243055](tel:+49(0)8213243055)

Diana Greif

📍 [Maximilianstraße 3, 86150 Augsburg](#)

@antidiskriminierungsstelle@augzburg.de

☎ [+49 \(0\) 8213243371](tel:+49(0)8213243371)

weact: Community-based racism-critical counselling

People in Germany experience racism every day. People are discriminated against because of their origin, age, religion or sexual orientation. Have you experienced racism? Go to a counselling centre. The "weact" project is a good centre. The counsellors speak different languages. They provide counselling in a spirit of solidarity and trust.

Who can contact weact?

- People affected by racism and discrimination

What exactly does weact do?

The counsellors accompany and support those affected.

- They show you how to deal with your own experiences of racism
- They show you various options for action.
- They develop sustainable strategies against racism, discrimination and marginalisation.

What issues can be discussed in counselling?

- Racism, violence and discrimination in everyday life
- Racism in institutions (e.g. in the world of work, on the housing market, at the immigration authorities ...)
- Racism in leisure and sport ...
- and much more

💡 Counselling is free of charge.

📅 Consultation hours:

Tuesday: 14:00 - 16:00

Wednesday: 14:00 -18:00

You can also make an appointment there.

🌐 You can find more information [here](#)

Contact us

ZAM e.V.

📍 [Springergäßchen 5, 86152 Augsburg](#)

☎ [+49 \(0\) 82188984750](tel:+49(0)82188984750)

@ weact.augsburg@zam-ev.com