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Authorities and Counselling

Public authorities

Immigration office

What is the foreigners authority?

The Foreigners' Registration Office is an authority that looks after people who were not born in the country in which they live. It helps these people to obtain their residence permit and other important documents. The foreigners authority also checks whether foreigners are obeying the law while they are in the country. If foreigners have problems or questions, they can turn to the Foreigners' Registration Office for help.


Do you not have German citizenship? Do you want to deal with matters relating to your residence and work permit? Then contact the Foreigners' Registration Office.


What you can do at the Foreigners ' Registration Office

- You can register and deregister. You will receive a registration certificate here.
- You can get your residence permit and settlement 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 obtain residence permits and special permits for travelling 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 terminate your residence here (termination of residence).
- 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.
- Do you need an appointment in connection with labour migration? Use this [contact](#) form.
- Are you a refugee from Ukraine? Use the following contact form to make an appointment for registration [.](#)

 Further contact options for individual areas can be found [here](#).

 If you still have difficulties with the German language, please bring someone with you to the appointment who can translate your request (the reason for the visit).

Other information

If you have submitted your **asylum application** to the Federal Office for Migration (BAMF) (1st interview), you will receive an identity card (Aufenthaltsgestattung) from the immigration office. Please always carry the identity card with you.

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). Register your place of residence with the Foreigners' Registration Office, if possible before the first appointment for counselling at the school office. Your child cannot be registered for school without registering with the immigration office. Please bring all your papers and documents and all the people listed on the proof of arrival to the immigration office.

 Further information can be found [here](#)

Contact us

Bürgeramt - Ausländerbehörde

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

 [08213242498](tel:08213242498)

 aufenthalt@augzburg.de

 Further information can be found [here](#)

Keywords: Foreigners' Registration 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@augsborg.de](mailto:soziales@augsborg.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

Office for Children, Youth and Family

The city of Augsburg is a family-friendly city. An important point of contact for family-related questions is Amt für Kinder, Jugend und Familie (AKJF). Many call this office the "Jugendamt" for short.

The Amt für Kinder, Jugend und Familie supports families and young people. There are many different departments. 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 at Jugendamt 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 Amt für Kinder, Jugend und Familie?

- 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 Amt für Kinder, Jugend und Familie 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 Amt für Kinder, Jugend und Familie 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](#) beantwortet Fragen zur Erziehung und Entwicklung. Sie richtet sich an Eltern und Kinder.
- [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 becoming disabled. 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, Jugendamt can also help with the placement process.
- 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 on DAuer.
- 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](#)...)
- [Social services](#) 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 (KiTa, kindergarten, after-school care centre...). You can find information about this office [here](#)

Contact

Amt für Kinder, Jugend und Familie (AKJF)

📍 [Halderstr. 23, 86150 Augsburg](#)

☎ [08213242800](#)

@ kinder-jugend-familie@augzburg.de

🌐 Further information on Amt für Kinder, Jugend und Familie 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](#) or [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

What does the public health department do?

The public health department is an authority that looks after people's health. It works to prevent diseases and stop the spread of diseases. For example, the public health department monitors the safety of food or vaccinates people against diseases and informs the population about health risks.

The health department provides counselling:

- for questions about health
- for people suffering from a mental illness
- for pregnant women
- Instruction according to the Infection Protection Act § 43

The public health department carries out examinations:

- for children before they can go to school
- carries out the initial examination of unaccompanied foreign minors (the examination is organised by the Office for Children, Youth and Family)
- carries out the initial examination in the area of migration and asylum

other areas of the health department:

- It is responsible for notifiable diseases (tuberculosis, jaundice, etc.)
- Health counselling and examinations for prostitutes
- anonymous AIDS counselling and HIV testing
- and serves as a contact point for self-help groups.
📍 Information on self-help groups can be found [here](#)

You should visit the health centre if you are worried about your health or have questions. If you are ill and don't know what to do, it is a good idea to go there. The public health department can help you. Even if you are not sure whether you need vaccinations or which vaccinations you should have, you can ask there. The health department can also help you if you want to find out about health risks, such as diseases that occur in your neighbourhood. If you think you have felt sick from food or if you want to know about dangerous diseases in your neighbourhood, the health department can help. If you're planning a trip and want to know about diseases in other countries, it's good to enquire. You can also go there if you have questions about certain jobs where special health regulations apply, for example in the kitchen or in hospital. The health authority is there to answer questions and help protect your health. It is better to go there in good time before problems arise.

Kontakt

Gesundheitsamt

📍 [Hoher Weg 8, 86152 Augsburg](#)

📍 [Karmelitengasse 11, 86152 Augsburg](#)

☎ [08213242003](tel:08213242003)

✉ @gesundheitsamt.stadt@augzburg.de

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

Job Centre Augsburg City

The Jobcenter is responsible for:

- Citizen's Income
- Placement in work
- Qualification

Who can apply for Bürgergeld?


- people who are fit for work and in need of assistance
 - also people with a foreign passport: however, they must meet special criteria:
1. In the case of **persons from the EU** , the so-called employee status must be fulfilled as a rule. The examination depends on the FreizügG/EU and is complicated. Unfortunately, no general statements can be made.
 2. As a rule, **persons from third countries** must have a residence title or a Fiktionsbescheinigung for a residence permit that entitles them to receive the citizen's income. A Aufenthaltsgestattung or a Duldung according to AufenthG is not sufficient. (See FW § 7 SGB II from page 93.)

Notes:


- Do you have a Aufenthaltsgestattung or Duldung? Then register with the [Bundesagentur für Arbeit](#).
- Zur Prüfung Ihrer konkreten Situation können Sie sich unverbindlich an das Jobcenter wenden.


How can the Jobcenter support you?

- Financial security (e.g. assumption of rent costs, payments to secure your livelihood)
- Counselling and support
- Placement in work
- Qualification/ further vocational training
- Placement in a language course
- Counselling on recognition of foreign school/vocational qualifications
- Support in special problem situations (e.g. addiction support, debt counselling, etc.)

 Further information can be found on the [website of the Jobcenters](#).

Jobcenter Augsburg-Stadt

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

 Servicecenter: [08213151700](#)

 Hotline: [082124135230](#)

 www.jobcenter-augsburg-stadt.de

Advice Centres

Youth migration service (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.
It is important that they are in Germany legally or on the basis of a tolerated stay permit.
- Parents of children and young people with a migration background

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 type of school is right for me?
- 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...


In the counselling centres there are group offers, e.g.: school tutoring, learning German, IT courses, job application training.

 **Counselling is free of charge**


Counselling centres in Augsburg

Diakonisches Werk e.V.


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


 [0821450196325](tel:0821450196325)

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

 Mehr Informationen finden Sie [hier](#)

Kolping-Bildungswerk in der Diözese Augsburg e. V.

 [Frauentorstr. 29, 86152 Augsburg](#)

 [08213443111](tel:08213443111)

@jmd@die-kolping-akademie.de

Mehr Informationen finden Sie [hier](#)

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

📞 [Contact and contact persons](#)

Diakonisches Werk e.V. im zib

Migrationsberatung

📍 [Wertachstr. 29, 86153 Augsburg](#)

@ migrationsberatung@diakonie-augsburg.de

📞 [Contact and contact persons](#)

gfi gGmbH Augsburg

Larissa Rodina | Migrationsberatung

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

@ larissa.rodina@die-gfi.de

☎ [+49 \(0\) 82140802312](tel:+49(0)82140802312)

Anita Hauzenberger | Migrationsberatung

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

@ anita.hauzenberger@bfz.de

☎ [+49 \(0\) 82140802180](tel:+49(0)82140802180)

Svea Grunwald | Migrationsberatung

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

✉ @svea.grunwald@die-gfi.de

☎ [+49 \(0\) 82140802146](tel:+49(0)82140802146)

🔗 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

Refugee and integration counselling

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

Then go to Flüchtlings- und Integrationsberatung. Sie bekommen dort Informationen zu verschiedenen Angeboten und Projekten in der Stadt Augsburg.

💡 In manchen Beratungsstellen ist eine Beratung in anderen Sprachen möglich.

Who can contact the refugee and integration counselling service?

This counselling service is aimed at all new immigrants (including EU citizens).

- It is primarily an offer for asylum seekers, recognised refugees or tolerated persons.

What questions and topics does the refugee and integration counselling service advise on?

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 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-Dependence 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 District Centre Haunstetten

📍 [Counselling centre, contact, counsellors](#)

Caritasverband Augsburg e.V.

📍 [Counselling centres, contact, counsellors](#)

Diakonisches Werk e.V.

📍 [Counselling](#) locations, contact, counsellors

📍 [General information and contact](#)

Keywords: asylum procedure, counselling, support, asylum counselling, everyday life, integration counselling, refugees, refugees, interview, residence status, residence, help, new immigrants, third countries, EU citizen, EU citizen, 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 "ABIA 3.0 - Approach, Advice and Information in Augsburg" project 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 the following topics:

- Everyday life and living in Augsburg
- Language and integration courses
- Assistance for families
- Childcare
- School and training
- Contact with authorities
- Questions about health
- Visa and residence
- Labour market and career
- Advice from women for women
- Housing

 **Counselling is free of charge**

Counselling centres in Augsburg


Augsburger Volkshochschule - Augsburger Akademie e. V.

 Woman Sarah Seitz

 [Willy-Brandt-Platz 3a, 86153 Augsburg](#) (1st floor, room 115)

 [+49 \(0\) 8215026514](tel:+4908215026514)

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

 Open consultation hours

Tuesdays from 14:00 - 16:00

Just drop by!

You can also make an appointment.


 You can find more information [here](#)

Zentrum für interkulturelle Beratung (zib)

Tür an Tür – Integrationsprojekte gGmbH

 Mr Alexander Wohlrab

 [Wertachstraße 29, 86153 Augsburg](#)

 [+49 \(0\) 82190799767](tel:+49082190799767) or [+49 \(0\) 8219079781](tel:+4908219079781)

@ehap@tuerantuer.de

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

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

[Take Off! Shaping career prospects with & for migrant women](#) 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.

 [Door to door | Wertachstraße 29 | Augsburg](#)

All current dates and offers can be found [here](#). Follow us and network with other women in Augsburg!

Contact us at

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

@takeoff@tuerantuer.de

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



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:



Bundesministerium
für Arbeit und Soziales



Kofinanziert von der
Europäischen Union

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](#)

☎ [+49 \(0\) 1621703133](#)

☎ [+49 \(0\) 1732985224](#)

✉ @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:0911_943-28655)

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 with official matters - Ämterlots:innen

Do you feel insecure when you go to an authority? Do you need help with authorities?

Are you unsettled by an unforeseen life situation or personal restrictions? You do not know which office is responsible for your request? The Ämterlots:innen will accompany you when you go to the authorities and support you in case of communication problems. The Ämterlots:innen are volunteers, which means that they do not receive a salary for their work.

- The Ämterlots:innen help free of charge and confidentially.
They can support you in the following situations:
 - They help you to find the right office and the right contact person for you;
 - They accompany you to the office in case of communication difficulties.
- If necessary, conversations can also be held in English, French or Russian.

 **Important!** The Ämterlots:innen do not offer professional advice, legal advice or legal representation.

Contact

Diakonisches Werk Augsburg e.V.
📍 [Spenglergäßchen 7a, 86152 Augsburg](#)

☎ [0821450193215](tel:0821450193215)
✉ aemterlotsen@diakonie-augsburg.de

Keywords: Ämterlotsen, Behördengänge, Must go to the office, do not understand, need help, support.

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](mailto:info@freiwilligen-zentrum-augsburg.de)

Helferkreis Hochfeld

[@helferkreis-asyl-hochfeld@gmx.de](mailto:helferkreis-asyl-hochfeld@gmx.de)

Helferkreis Asyl Herrenbach

[@helferkreis-asyl-herrenbach@gmx.de](mailto:helferkreis-asyl-herrenbach@gmx.de)

Helferkreis Kriegshaber

[@asyl.kriegshaber@gmx.de](mailto:asyl.kriegshaber@gmx.de)

Unterstützerkreis Ottostraße

[@otto-bekommt-asyl@web.de](mailto: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](mailto:margot.laun@tuerantuer.de)

Refugee guides

[@info@freiwilligen-zentrum-augsburg.de](mailto: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](mailto:margot.laun@tuerantuer.de)

Refugee guides

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

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