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## Local News

### Temporarily changed opening hours Team 223/ Asylum and Integration

From 29 October 2024, Team 223/Asylum and Integration (Große Allee 49, 2nd and 3rd floor) will be closed on Tuesdays for the time being due to increased workload.

This means no public traffic. The door will remain closed and the accommodation administration, asylum processing, integration guides, housing guides and refugee counselling will not have office hours.

## Paycard

### Who receives a payment card?

#### Every benefit recipient aged 14 and over, except:

- Beneficiaries who are likely to receive a residence permit in the near future (especially Ukrainian asylum seekers).
- Severely disabled persons and unaccompanied foreign minors with a legal guardian.

### What remains the same?

- Beneficiaries must report changes in their personal and financial circumstances.
- Beneficiaries must notify the foreigners authority and the district manager of any absences within Germany lasting several days.
- Spatial restrictions on the identity document must be observed. Payment cards can be used in accordance with the restrictions.
- The extension of a residence document must be proven by personal presentation.
- Beneficiaries in private residences must present themselves in person at least once a month. In the case of other benefit recipients, residence is checked by field staff or the home management. If there are problems with residence checks, these people may also have to attend monthly.
- Basic benefit recipients have an asset allowance of €200.00. Higher limits apply for recipients of analogous benefits.

### What changes?

- In the event of name changes, there may be discrepancies between the ID document and the payment card. In the event of problems or requests for changes, benefit recipients should contact the responsible benefits administrator with the changed ID card.
- In the event of unannounced absences lasting several days, the payment card can be blocked by us. To unblock the card, the absence must be confirmed by the district manager and be legally possible.
- The payment card cannot be used outside the spatial restrictions. Deviations by us are not possible. In the event of problems, benefit recipients must contact the relevant immigration authority.
- If the residence document has expired, the payment card can be blocked. The renewed document must be presented to unblock the card.
- A maximum of €50.00 per month can be withdrawn in cash per benefit recipient.
- Bank transfers or direct debits are generally not possible. If necessary, authorization can be requested from the benefits administrator. This requires the IBAN, the name of the recipient and the reason for the payment transaction.
- Benefit recipients should ensure that direct debits are no longer debited from a bank account that may be empty.

- The power of disposal over the benefits of a benefit community can be determined by the benefit authority in the event of problems. Otherwise, the head of the household can use the app to independently adjust the card usage limits for the other family members.
- If the card is lost, it can be blocked via the app. We will only issue a new card after a loss report has been submitted to the police.

[06\\_welcome\\_letter\\_englisch\\_14032024.pdf](#)

[Informationen.pdf](#)

[Hinweisblatt zur Bezahlkarte.pdf](#)

[10 Fakten zur Bezahlkarte.pdf](#)

[46. Infobrief vom 23.05.2024 zur Bezahlkarte.pdf](#)

## Infobriefe

### **1st. Info letter from the Bavarian State Ministry of the Interior, for sport and integration (23.03.2020)**

Major measures taken by the Bavarian Ministry of the Interior due to the corona pandemic in the area of asylum

So far, the Bavarian Ministry of the Interior has initiated the following key measures based on the corona pandemic in the area of asylum:

#### **1. Suspicious tests**

The Free State of Bavaria has been testing all asylum seekers arriving since January 30, 2020 for a COVID-19 infection, regardless of the travel route and symptoms. New entrants whose test results are not yet available will be accommodated in a separate area of the facility. Justified suspected cases and people with confirmed CO-VID-19 infection in Bavarian asylum accommodation are immediately accommodated and treated with the participation of the local health authority in accordance with the requirements of the Robert Koch Institute. People in asylum accommodation with respiratory symptoms who are not justified suspicions are immediately given curative care. The accommodation administrations are in close coordination with the local health department if required.

So far, almost 1,900 tests have been carried out. There have been a total of 10 confirmed COVID-19 cases in the Bavarian ANCHORS and shared accommodation, seven of them in Upper Bavaria, two in Upper Palatinate and another in Lower Bavaria (as of March 22, 2020).

#### **2. Accommodation arrangements**

The property management has already taken measures to equalize occupancy in the accommodations. This applies to both the accommodation buildings and individual rooms. Of course, the possibilities in this regard are always individually dependent on the respective occupancy of the accommodations. Food is supplied in the ANCHORS in the canteens. There the requirements of the Bavarian general decree regarding compliance with a minimum distance of

1.5 m to reduce the in-infection risks applied in an analogous manner. Depending on local conditions, the simultaneous presence of the residents during meal times should be reduced as far as possible by extending the canteen operation or by using additional rooms. At the same time, many facilities already offer the option of taking the food with you and eating in your own room. Justified suspected cases, asylum seekers still pending in the test procedure and positive test persons are each treated separately from the other ANKER residents. Possibilities for separate accommodation of particularly vulnerable people due to age, previous illnesses or other relevant aspects are being implemented.

### **3. Information to the residents of the asylum accommodation**

In the state accommodation facilities as well as in the decentralized accommodation facilities operated by the district offices and independent cities, everything is done to inform the residents about the corona virus and the necessary behavior. In addition to notices in several languages, the multilingual information provided by the Federal Center for Health Education, etc. a. also with hygiene tips, distributed and referred to the multilingual general information of the Federal Integration Commissioner on the Corona Virus.

The general decision of the Bavarian State Ministry of Health and Care of March 20, 2020 was also distributed in German and English; governments have also posted translations in other common languages of asylum seekers. Further translations will follow and will be immediately passed on to the residents of the accommodation.

We are pleased to note that the people who have had telephone or digital contact with the residents in the accommodations explain the virus and the behavior. Apps that are used primarily by migrants (eg Inegreat) have already included information about Corona and also refer to the multilingual information provided by the Federal Government.

The StMI is currently in contact with other operators of established apps for migrants so that they too can expand their offerings accordingly.

We can currently recommend the following sources of information and ask that they be passed on to the people in the accommodations:

- The multilingual information of the federal government on the website of the Federal Commissioner for Integration [www.integrationsbeauftragte.de/corona-virus](http://www.integrationsbeauftragte.de/corona-virus)
- The information provided by the Federal Center for Health Education, including also with hygiene tips (pictograms, partly multilingual): <https://www.infektionsschutz.de/coronavirus.html>
- A series of explanatory videos: <https://www.youtube.com/play-list?list=PLRsi8mtTLFAyJaujkSHyH9NqZbgm3fcvy>
- Multilingual information also in BR24 <https://www.br.de/nachrichten/corona-news-in-english-tuerk-hrvatski-italiano-arabic, RtP4XBT>

When it comes to tackling the enormous tasks posed by the corona pandemic, it is not just the state that is required, but each and every one of us to help mitigate the effects as far as possible. Rest assured that the state authorities are currently doing everything they can to protect, inform and help everyone in Bavaria in the best possible way.

### **4. Access by volunteers and refugee and integration counselors to asylum accommodation**

For the duration of the general decree issued by the Bavarian State Ministry of Health and Care on March 20, 2020, access is only permitted to the personnel who regularly work on the site, as well as to those accommodated in the respective facility. Persons not regularly employed in the facility, such as For example, visitors, volunteers, legal advisers (apart from possibly attending

an appointment with a BAMF appointment), charities and people who are comparable to this group of people (1st degree voluntary contact persons) are generally not admitted to avoid an infection risk allowed. If there are special reasons, the accommodation management may allow exceptions for individuals or groups.

### **5. Implementation of integration courses, initial orientation courses, signposting courses and other leisure activities**

All of these events are subject to the general disposition and are therefore prohibited within the scope of the general disposition. This also applies to the voluntary offering of language courses by volunteers and other large-scale leisure events organized by volunteers.

### **6. Childcare**

In accordance with the general decree, all childcare facilities, daycare centers, daycare centers and day care centers are no longer available. Corresponding offers in the accommodations are therefore to be closed within the scope of the general disposition.

### **7. Extension of residence permits, residence permits and tolerations**

As far as those affected whose residence permit is about to expire or has already expired credibly submit that they cannot currently return to their country of origin due to the consequences of the Corona crisis (entry restrictions or lack of flight connections), the immigration authorities should be able to - make use of the extension of Schengen visas and, if applicable, other residence permits. Residence permits can be extended without the need for a personal appointment if the legal requirements are met, and tolerations can be extended in suitable cases. In the case of tolerant holders or beneficiaries who do not have the reason for toleration (lack of passport, incapacity to travel, etc.) in the foreseeable future, tolerations can be granted or extended over a reasonably long period of time in order to keep the authority accordingly low. The same procedure should also be followed when extending residence permits.

The titles and employment permits for foreigners who work in the area of providing the population with food and everyday goods are to be given priority and extended in order to ensure the basic provision of the population.

As far as individual immigration authorities have to restrict their party traffic, regular operations will continue. On the respective homepage, the authorities provide information on how to reach them by phone or by email. You will be advised whether there is an urgent matter that cannot be postponed and can only be dealt with in person. This ensures that the corona pandemic does not result in disadvantages for people in terms of residence or asylum.

### **8. Frequently asked questions**

You can find answers to many questions and the daily newsletter from Minister of State Herrmann zu Corona on the [homepage of the Bavarian Ministry of the Interior](#)

Answers to health questions and You can find questions about prevention on the homepage of the [Bavarian Ministry of Health](#):

You can find international risk areas and particularly affected areas in Germany on the homepage of the [Robert Koch Institute](#)

[Further](#) Information



## **2nd. Info letter from the Bavarian State Ministry of the Interior, for sport and integration (03/26/2020)**

The StMI provides information on the following key measures that have been initiated due to the corona pandemic in the area of asylum:

1. Bavarian regulation on a preliminary exit restriction on the occasion of the corona pandemic  
On March 24, 2020, the Bavarian Ministry of Health issued the Bavarian regulation on a temporary curfew on the occasion of the Corona pandemic. The regulation entered into force on March 21, 2020. The content changes compared to the general decree dated March 20, 2020 nothing. The ordinance had become necessary due to an urgent decision by the administrative court in the context of an application for provisional legal protection. The court partially accepted this and stated in its reasoning that the initial restrictions imposed could only have been regulated by ordinance. By enacting the legal regulation with the same content on March 24, 2020 the known restrictions will remain in place in full.

The police will continue to monitor compliance with the provisions of the ordinance and report serious violations. The Ministry of Health and the Ministry of the Interior are currently drafting a catalog of fines for their guesswork. In comparable cases, this serves to uniformly set fines throughout Bavaria through the district administrative authorities. The standard fine for a first offense is expected to be in the order of 200 euros.

The ordinance on the temporary exit restriction on the occasion of the corona pandemic of March 24, 2020 is - also translated into several languages - on the homepage of the Bavarian Ministry of Health find: <https://www.stmgp.bayern.de/vorsorge/infektionssc...>  
gate-bavaria /

2. The residents leave the accommodations

For residents of asylum accommodation and temporary dormitories, the same initial restrictions apply to the corona virus as for all other residents of Bavaria. Thus, the statutory regulation of the Bavarian State Ministry of Health and Care also applies here. The residents can move around on the premises of the respective facility analogously to an "apartment". However, the regulations regarding the minimum personal distance of 1.5 m must be taken into account, particularly where the stay in common rooms is concerned.

3. Access by refugee and integration counselors to the asylum accommodation and transitional dormitories

No. 4 of the newsletter of March 23, 2020 is updated as follows:

Refugee and integration counselors will be given access to Bavarian asylum accommodation and temporary dormitories to avoid an infection risk for the period of validity of the above.

Ordinance is generally not permitted. In principle, advisory work should be carried out by telephone or digitally without party traffic or at least in premises outside of the accommodation to avoid multiple social contacts.

If the sponsor of the refugee and integration counseling for a certain asylum accommodation (ANKER as well as follow-up accommodation) / a certain temporary dormitory is requested and justifiable for infection protection reasons, the governments (in the case of decentralized accommodation the district administration authorities) can because of the high importance of Allow refugee and integration counseling for the accommodated individual or group-related exceptions and thus make needs-based individual case solutions possible.

4. Ansammlungen in Asylunterkünften und Übergangwohnheimen

Die Unterkunftsverwaltung hat entsprechend der Rechtsverordnung des Bayeri- schen Gesundheitsministeriums den unmittelbaren Auftrag, als zuständige In- stanz für das zu

schützende hohe Rechtsgut der Gesundheit der Bewohnerin- nen und Bewohner sowie der Beschäftigten Sorge zu tragen. Das Infektionsrisiko kann wesentlich dadurch gemindert werden, dass soziale Kontakte auf das Minimum reduziert werden. Der jeweilige Sicherheitsdienst ist als Beauftragter der Unterkunftsverwaltung befugt, auf dem Gelände Ansammlungen aufzulösen, bei denen durch einzelne Personen der Mindestabstand von 1,5 m nicht gewahrt ist.

In den Anschlusseinrichtungen und Übergangswohnheimen sind zur Vermeidung des Entstehens von Ansammlungen durch die Bewohnerinnen und Bewohner anliegende Grünflächen, sowie Sport- und Spielplätze für die Dauer der Geltung der Rechtsverordnung des Bayerischen Gesundheitsministeriums zu schließen. Inliegende Grünflächen sind von der Schließung ausgenommen. Diese können unter Wahrung des persönlichen Abstandes von 1,5 m betreten werden. Gruppenaktivitäten jeglicher Art müssen zum Schutz der Bewohnerin- nen und Bewohner unterlassen und von der Unterkunftsverwaltung unterbunden werden.

#### 5. Employment permits for harvest workers

Due to the corona pandemic, many farmers are currently worried that insufficient foreign seasonal workers will come to Germany for sowing and harvesting. Whether refugees can be used as harvest helpers depends on their residence status. As a rule, you need approval from the immigration office and, if necessary, approval from the employment agency to start work. An employment permit can be issued if the legal requirements are met and there is no ban on employment (e.g. safe country of origin).

Against this background, the StMI contacted the immigration authorities on March 24, 2020 in addition to the IMS of December 10, 2019. As far as asylum seekers or tolerated persons have to be granted an employment permit within the framework of a discretionary decision, the Corona pandemic triggered need for harvest workers is a discretionary point of view and the intended start of employment as a harvest worker is in the public interest. It is to be included in the overall assessment as a weighty positive discretionary aspect.

#### 6. Dublin renditions

In order to curb the COVID-19 pandemic and to prevent further infection chains within the EU, all Dublin transfers to and from Germany were temporarily suspended until further notice. A transfer period running according to Dublin III Regulation is interrupted by this decision.

#### 7. Accommodation fees

The central billing agency (zGAST) will continue to raise costs for the use of state facilities. At the same time, the zGAST makes an application to the job center in the name of the job center, in the name of the debtor, if this is not covered by Section 1 AsylbLG, to cover the costs of the accommodation. This is common practice, so that the timely application to the job centers is ensured and the assumption of costs does not have to be rejected due to late application. An action can be brought against the competent administrative court against the fee notices from the central fee settlement office (zGAST). The debtors are advised of this in the information on legal remedies. The lawsuit is still possible despite the corona pandemic and the associated restricted operation.

The Munich Administrative Court, for example, does the following regarding the current situation:

“In view of the current situation, oral proceedings at the Munich Administrative Court will initially no longer take place until April 19, 2020. For the rest, effective legal protection through the administrative court - especially in urgent proceedings - is guaranteed. In the interest of slowing the spread of the corona virus, however, the following is pointed out:

The filing of complaints or the submission of applications should preferably be made in writing, by fax or in the context of electronic legal transactions. If it is still necessary to go to the legal

application of the court, please make an appointment by phone in advance (Tel.Nr. : 089/51430). "

Insofar as questions regarding relief regarding the time limit for action have been asked with regard to limited counseling options, we must point out that the time limit for action is a legal time limit and must be examined by the court as a prerequisite for a decision in kind. For this reason, neither the StMI nor the central billing office (zGAST) can influence this period.

Insofar as the claim is not taken over by the job center due to a lack of need for help, but the debtor is not able to pay it in one sum, an application for deferral or payment in installments can be submitted to zGAST. For this purpose, an application form is attached to the fee notices.

For further questions, the zGAST can be reached via the telephone hotline at 0800 - 5099888.

Each notification of cost setting also contains the contact details of the respective clerk, so that he can be contacted directly if you have any questions.

### **3. Info letter from April 20th, 2020**

#### [3. Infobrief vom 20. April 2020](#)

##### [Linkliste für Geflüchtete](#)

Info letter from April 20, 2020 for all full-time and voluntary workers as well as project executing agencies in the areas of asylum and integration

The StMI provides information on the following key measures, which were initiated in particular due to the corona pandemic and have an impact on the areas of asylum and integration:

1. Entry bans in asylum accommodation After we received several inquiries from volunteers from the asylum worker circles, which emphasized the need for access to asylum accommodation, we take the following position: The StMI is aware of the dilemma between the need for more human beings Proximity, calming conversation and social support, on the one hand, and the best possible protection against infection with a virus, for which unfortunately there is still no direct medical help to this day and which therefore repeatedly leads to serious illnesses and even death deliberately. This applies to the people accommodated in asylum accommodation as well as to those who are accommodated in other community facilities such as old people's homes.

In this difficult balancing exercise, we opted for the principle of a ban on care for all people who are not absolutely necessary for the direct operation of the accommodation - both for the protection of employees and for the protection of accommodated people. Volunteers and counselors can also introduce the virus into the facilities without knowing it themselves, thereby endangering those they want to help. Especially with a view to the refugee and integration counselors who are important for asylum seekers, we have also given the governments (and for the decentralized accommodations the district administrative authorities) the possibility to allow exceptions if this is justifiable on site for reasons of infection protection appears. If there are special reasons, the responsible accommodation management can also allow exceptions for individuals or groups. However, this can only happen from accommodation to accommodation be decided because it depends on how to minimize social contacts in the process. This is because protective measures such as the minimum distance of 1.50 m, limiting the number of people present in a room at the same time, avoiding a queue, etc. can only reduce the risk of infection, not eliminate it.

As in all other areas of life, consultations are currently primarily carried out by telephone, email and (if possible) as chat / online. In many cases, digital communication can also be used for the care and support of residents by volunteers. E-mail, messenger services and / or video

telephony can create closeness and offer personal help to help and give perspectives over this difficult time.

We ask for your understanding that in view of a health risk that Germany has not experienced for a very long time, difficult decisions have to be made. The governments and the Ministry of the Interior are taking all necessary measures to protect the asylum seekers as best they can.

2. Delivery of decisions by the Federal Office for Migration and Refugees (BAMF) during the corona pandemic The BAMF informed the charities by letter of April 15, 2020 about the delivery of decisions during the corona pandemic. We will send you this letter in the attachment for your information.

3. Correction of the accommodation fee from January 1, 2019 Due to a calculation error for periods to be accounted for, the StMI unfortunately announced an excessively high full user fee from January 1, 2019. The full monthly user fee from January 1, 2019 is correctly 343.24 euros (instead of 420.27 euros). The correction was published in Bavarian Ministerial Gazette No. 188 of April 8, 2020 (<https://www.verkuendung-bayern.de/files/baymb/20...>).

The notices issued on the basis of the excessively high accommodation fee are successively corrected and reversed by the central billing office of the Free State of Bavaria (zGAST). So far the cost of the accommodation entirely or were partially taken over by the job centers, the back processing takes place via the job centers. Asylum seekers do not have to do anything to correct the decision; this means that there is no need for action on the part of asylum helpers. As soon as the exact details of the reverse processing have been clarified, we will inform you in detail.

4. Integration and professional language courses on online learning portal The Corona crisis has also interrupted ongoing integration and professional language courses. The German Adult Education Association now offers the first courses online. Lecturers can now attend the German courses online on its learning portal. By using web-based offers, the learning progress of the participants can be maintained or consolidated and the waiting time until the regular continuation of the courses can be used sensibly.

The vhs learning portal (<https://deutsch.vhs-lernportal.de/>) is the only course material for the integration courses that has so far been approved as course-based and is based on a learning management system and is fully accessible online. It is free for the users, was developed with funds from the Federal Ministry of Education and Research and can be used by all providers. The Federal Office for Migration and Refugees (BAMF) is initially funding the online tutorials for up to three months. The offer is to be gradually expanded with the support of the BAMF. If you have any questions, please contact the Volkshochschulverband or the Volkshochschule on site.

You can also find regular information on the effects of the corona virus in connection with the integration and professional language courses on the BAMF homepage at [https://www.bamf.de/SharedDocs/Meldun-gen/DE/2020...\\_covid-19.html](https://www.bamf.de/SharedDocs/Meldun-gen/DE/2020..._covid-19.html) and <https://www.bamf.de/Shared-Docs/Anlagen/DE/Integr...>

5. Employment permits for harvest workers

No. 5 of the information letter dated March 26, 2020:

As already communicated, the StMI has ensured that the need for helpers in agriculture / harvest helpers triggered by the Corona crisis is positively taken into account when issuing employment permits for asylum seekers and tolerated persons.

In the meantime, the Federal Employment Agency (BA) has a global agreement that is valid until the end of October, among other things. for the employment of persons with residence permits (asylum seekers) and persons with tolerance as harvest helpers (with the stipulation of the payment of the minimum wage) in order to enable short-term employment as

unbureaucratically as possible. This means that the BA does not have to obtain approval from the foreigners' authority when applying for an employment permit. However, this procedure does not change the fact that employment permits are only issued by the immigration office upon application.

6. Short-time work allowance - Easier additional earning opportunities From April 1, 2020 to October 31, 2020, the following special rule applies: Those who take up employment in a systemically relevant area during short-time work do not have to count the wages earned on the short-time work allowance. The total income from paid work income and short-time allowance and additional earnings may not exceed the normal net income.

These relaxed additional earnings regulations help those affected by short-time work benefits to compensate for financial losses. The secondary job is also insurance-free for unemployment insurance.

The regulation for the determination of critical infrastructures according to the BSI (Federal Office for Information Security) law specifies whether an industry or a profession is systemically relevant ([https://www.gesetze-im-internet.de/bsi\\_kri-tisv\\_BJNR095800016.html](https://www.gesetze-im-internet.de/bsi_kri-tisv_BJNR095800016.html)). An overview of all measures of the law passed by the federal government for easier access to social security and for the use and security of social service providers due to the corona virus SARS-CoV-2 (social protection Package) can be found here:

<https://www.bmas.de/DE/Schwerpunkte/Informationen...>

7. Corona Bavarian Emergency Aid Program From April 20, 2020, farms with primary production and economically active gGmbHs (e.g. educational institutions, club cafes, youth centers, care facilities, women's shelters) with more than 10 employees can also receive immediate help. All information on the Corona emergency aid program can be found on the website of the Bavarian Ministry of Economic Affairs at <https://www.stmwi.bayern.de/soforthilfe-corona/>

8. General information about the coronavirus

☐ Coronavirus hotline of the Bavarian State Government: 089/122 220 / daily from 8 a.m. to 6 p.m. The hotline serves as a single point of contact for all questions relating to corona events. Subject-related forwarding takes place by means of established competence areas. Substantially affected areas of life are covered: Questions about health issues, exit restrictions, childcare and school as well as immediate help and other support for small businesses and freelancers can be answered every day, including on public holidays.

☐ You can find all the legal foundations of the Bavarian Ministry of Health on coronavirus (including the Second Bavarian Infection Protection Measures Ordinance (2nd BayIfSMV) of April 16, 2020) here: <https://www.stmgp.bayern.de/coronavirus/rechtsgru...>

☐ You can also find easily understandable information about the corona virus in 12 languages on the website of the Integration Officer of the Bavarian State Government at <http://integrationsbeauftragte.bayern.de/downloads/>

☐ We would also like to point out that the Federal Government's multilingual information offering on the coronavirus SARS-CoV-2 has been expanded. The most important innovation is a short information to print out. This judges

especially to people who are less online. It serves as a low-threshold address and refers to the more detailed information on the multilingual website. The PDF is available in 18 languages (English, French, Turkish, Italian, Russian, Farsi, Chinese, Arabic, Spanish, Bulgarian, Polish, Romanian, Hungarian, Greek, Vietnamese, Dari, Tigrinja and Albanian) at this link:

[www.integrationsbeauftragte.de/corona-virus](http://www.integrationsbeauftragte.de/corona-virus)

☐ Multi-lingual information especially for EU citizens can also be found on the website of the EU Equal Treatment Agency:

<https://www.eu-gleichbehandlungsstelle.de/eugs-de/informationen-zu-corona>

□ The government-sponsored information platform Handbook Germany produces videos and texts with up-to-date information about Corona in seven languages (German, English, Arabic, Farsi, French, Paschto and Turkish). Videos and information can be found on the website in the form of FAQ and on Facebook and Twitter under Handbook Germany.

Web: <https://handbookgermany.de/de/live/coronavirus.html>

Facebook: <https://de-de.facebook.com/HandbookGermany/>

Twitter: @HandbookGermany

□ In cooperation with the partner organizations of the federal initiative "Protection of Refugees in Refugee Accommodations" and the Federal Ministry for Family, Seniors, Women and Youth, the Service Center for Violence Protection has compiled a list of links with materials and information to help you manage the Corona -Pandemic can be helpful in the context of housing refugees. The link list can be found in the attachment.

#### **4th. Info letter from the Bavarian State Ministry of the Interior, for sport and integration (05/05/2020)**

[Vierter Infobrief vom 05.05.2020](#)

#### **5th. info letter from the Bavarian State Ministry of the Interior, for sport and integration. (14/05/2020)**

[5. Infobrief vom 14.05.2020](#)

#### **6th. info letter from the Bavarian State Ministry of the Interior, for sport and integration (27/05/2020)**

[6. Infobrief vom 27.05.2020](#)

#### **Summary of the main points**

Integration courses, professional language courses, initial orientation courses, other language courses can start as classroom courses from May 30, 2020. The applicable hygiene regulations (framework protection concept for adult education) must be observed.

Charges for accommodation (zGAS) will be resumed. From June 2, 2020, all fee notices will be sent again. Lawsuits against this and the filing of applications should be made in writing, by fax or electronically. An application for deferral or payment in installments can be made to the person in charge. Hotline: 0800 - 50 99888.

#### **Child rearing in times of the corona pandemic:**

<https://www.covid19parenting.com/>

#### **Multilingual information:**

<https://www.stmgp.bayern.de/coronavirus/rechtsgru...>

<https://www.corona-katastrophenschutz.bayern.de/>

<https://www.integrationsbeauftragte.de/ib-de/amt-...>

<https://www.eu-gleichbehandlungsstelle.de/eugs-de...>

<https://twitter.com/IntegrationBund>

<https://www.instagram.com/integrationsbeauftragte/>

<https://handbookgermany.de/de.html>  
<https://handbookgermany.de/de/live/coronavirus.ht...>  
<https://www.facebook.com/HandbookGermany/>  
<https://twitter.com/handbookgermany>

## 7. Info letter from June 25th, 2020

### [7. Info letter from June 25th, 2020](#)

Summary of the most important points:

#### **1. Access by volunteers, refugee and integration advisers and visitors to asylum accommodation and temporary dormitories**

Registration of the visit to the accommodation management, keeping a visitor list (name, telephone number, period of stay) with compliance with data protection (not visible, destroy after 1 month, visitors must be informed about this.)

Different rules for refugee and integration counselors and comparable persons as well as volunteers:

- Advice and help in consultation with the accommodation management
- Register with the property management before the first visit and provide the contact details
- All other visits should be documented independently.
- The documentation must be handed over immediately to the accommodation management upon request.
- A mouth-and-nose cover must be worn when entering the property and the minimum distance of 1.5 m should be observed.
- A regularly recurring or permanent job requires a hygiene and infection protection concept (coordination with the accommodation management)
- The responsible government (in the case of decentralized accommodation, the district offices) can issue additional orders insofar as this is necessary from the point of view of infection protection law.
- No mask requirement for transparent protective walls made of acrylic glass or the like

No entry:

- Access is prohibited for people with known contact to COVID19 cases in the last 14 days.
- Access is prohibited for people with non-specific general symptoms and respiratory symptoms of any severity.

#### **2. Further regulations for volunteers with the support of migrants and regulations for the implementation of integration measures**

- In public spaces, volunteers are allowed to contact relatives of their own and another household or in a group of up to ten people. The distance requirement of 1.5 meters and the



mask requirement in certain public areas remain unchanged.

- For gatherings in private apartments, volunteers are not restricted to a fixed group of people and are not restricted in numbers either. Instead, the number of people should be limited taking into account the general principles (minimum distance). Adequate ventilation should be provided in closed rooms.

- Integration offers and projects in e.g. B. Club rooms, schools or public facilities can take place in the face-to-face operation if the house right and the protection and hygiene concept applicable there do not indicate otherwise. Prerequisite:

<https://www.km.bayern.de/ministerium/erwachsenenb...>. In particular, the operator must draw up a protection and hygiene concept and submit it to the competent district administrative authority upon request.

### **3. Accumulations in the asylum accommodation and temporary dormitories** **The area of the respective accommodation is considered public space.**

The stay of several people on the property may include at most the circle of members of their own household, spouses, life partners, partners of a non-marital cohabitation, relatives in a straight line, siblings and members of another household, or groups of up to ten people.

### **4. Use of common areas in asylum accommodation and temporary dormitories**

As in private rooms, there are no numerical restrictions for meetings in common rooms. Nevertheless, physical contact with other people must be reduced to a minimum and the group of people should be kept as constant as possible. The minimum distance of 1.5 m must be observed.

### **5. Use of sports fields and comparable open spaces on the accommodation site in asylum accommodation and temporary dormitories is permitted with a minimum distance and without spectators.**

### **6. Childcare in the asylum accommodation**

Not applicable

### **7. Effects of the Corona Pandemic on Training and Employment Tolerance**

If a training company has vainly exhausted all possibilities to continue to guarantee the training despite corona-related restrictions, short-time work can also be considered for trainees. In the meantime, the apprenticeship or employment relationship and thus also the apprenticeship or employment tolerance continue.

In the event of an early termination of training relationships as a result of the corona pandemic, which is not due to fault, in accordance with Section 60c (6) sentence 1 of the Residence Act (AufenthG), one-time opportunity to be tolerated for six months to find a new apprenticeship. Short-term interruptions of the employment relationship (max. Three months) are not harmful for tolerated employment. Relevant questions should always be coordinated closely with the relevant immigration office.

### **8. Family reunification**

Entry visas for the purpose of family reunification are only issued by German diplomatic missions abroad. This decides on the issuance of a visa within the scope of a discretionary decision, which takes into account all the circumstances of the individual case. Passport and visa points are currently only accessible to a limited extent for public traffic. In the future, this will depend on the development of the corona pandemic and its limitations.



## [9. Corona warning app](#)

## [10. Info poster "Corona positive - what then?"](#)

## [11. Current legal bases](#)

### **9th. Info letter (06.11.2020)**

#### [9. Info letter \(06.11.2020\)](#)

Abridged version

### **1. Implementation of the 8th BaylFSMV (see Appendix) in asylum accommodation and temporary residences**

#### **(a) Distance requirement and contact restrictions in asylum accommodation and temporary residences**

- Distance (at least 1.5 meters)
- Compulsory masks on all common areas (flure, kitchens or sanitary facilities)
- Contact restriction: meeting with persons of their own household and a maximum of one additional household (maximum 10 persons in total)
- Visits only after consultation with the accommodation management and only in exceptional cases
- Overnight stay of all visitors is forbidden

#### **(b) Access to asylum accommodation and temporary accommodation by volunteers, refugee and integration counsellors and integration controllers**

- Permitted with compliance with hygiene concepts and contact data collection
- Refugee and integration counselling is not affected by the contact restrictions

#### **c) Language courses and integration projects as face-to-face events**

Integration courses and (professional) language courses are permitted if a minimum distance of 1.5 m is maintained between all participants. Otherwise, the mask obligation applies.

#### **d) Food distribution in the ANKER -n.a.**

#### **(e) Schools and childcare in the ANKER -n.a.**

#### **(f) Use of playgrounds and sports fields and comparable open spaces on the accommodation grounds in asylum accommodation and temporary residences**

- Individual sports are only allowed alone, in pairs or with the members of their own home.
- Also ball sports with use of sports halls, sports fields and other sports facilities on the premises - with members of the own household.
- Team sports are forbidden
- Outdoor playgrounds and playgrounds on the grounds of the facilities may only be used by children accompanied by adults. Adults should avoid accumulation of children and pay attention to sufficient distance of the children.

### **(g) Crowds in asylum accommodation and temporary residences**

- Crowds are forbidden
- Exception: Divine services and meetings within the meaning of the Bavarian Assembly Act if conditions are met.

### **2. Humanitarian recordings from Greece - n.a.**

### **3. Bavarian framework hygiene concept for asylum accommodation**

- Compliance with hygiene regulations in asylum accommodation is very important!
- In order to protect the inhabitants, a framework hygiene concept has been drawn up:



### **4. Launch of the UNICEF campaign #NiemalsGewalt**

- A new campaign on "Never violence against children".
- The film makes the often lifelong consequences of violence palpable. So that many people perceive everyday violence anew – and no longer accept it.
- For more information and offers on the subject on UNICEF:



[twitter: #niemalsgewalt](https://twitter.com/#niemalsgewalt)

### **5. Smartphone app WE in Germany - Learning to live together 2.0**

What?

- six new chapters
- the topics from the app WE in Germany
- a chapter on "How to deal with Corona"

Why?

- Relief for asylum seekers and volunteers
- Supporting the integration of refugees and immigrants

- Information, education, communication aid
- Languages English, Turkish, Arabic and Kurdish

Where?

- free download
- Offline function (always usable regardless of internet)



## **6. Dialogue digital - Integration Minister Herrmann in exchange with the asylum helper circles "Review and Outlook - Development of Volunteering in the Field of Asylum and Integration"**

"The exchange with the volunteers is very important to me! Without them, we would not have been able to cope with the arrivals in 2015 and 2016, nor would we have been able to integrate the refugees so well," the minister said approvingly.

"Although there is still a lot of work to be done, we can be proud of what we have achieved. What the volunteers have put in place has been and is a masterpiece of civic engagement," Herrmann emphasized in his introduction.

## **7. WE! Together against hatred and hatred online**

Hatred and hatred online are on the rise. Many people, politicians, women, people with a migrant background and, unfortunately, are also increasing volunteers. Anyone who feels threatened online will always receive the full support of the Bavarian security authorities. Prevention and counselling offered by the Bavarian State Criminal Office  
Recording of the discussion board.



## **8. Up-to-date multilingual information on the Federal Government's coronavirus**

- Multilingual information on the coronavirus of integration respondents
- Multilingual short film on travel, quarantine and compensation in the event of a quarantine-related loss of income.



**10. Info letter dated December 2, 2020 for all full-time and voluntary workers and project sponsors in the areas of asylum and integration**

[10. Infobrief vom 02.12.2020](#)

**11. Info letter (December 10th, 2020) for full-time and voluntary workers in the areas of asylum and integration**

[11. Infobrief vom 11.12.2020](#)

Summary of the main points:

**2. Volunteers' access to asylum accommodation and transitional homes**

**a) Incidence up to 200**

In principle, entry is permitted for valid reasons, such as visiting another household or accompanying people in need of support

Recommendation: no personal contacts or only for special, irrefutable reasons

The following applies: Adhere to the hygiene concept, record contact data, keep your distance, wear a mask

**b) Incidence over 200**

The nightly exit restriction applies from 9:00 p.m. to 5:00 a.m.

During this time, volunteers are only allowed to leave the house for the urgent care of people in need of support and minors

**c) incidence over 300**

District Office issues further orders

This can also affect access to accommodation

**3. Integration courses, professional language courses, integration projects**

Professional language courses are permitted in face-to-face form

Integration courses can only take place digitally

In-person exams are allowed on both courses

see also [https://cms.integreat-app.de/dillingenanderdonau/...\\_cabinet-meeting-from-06-12-2020/](https://cms.integreat-app.de/dillingenanderdonau/..._cabinet-meeting-from-06-12-2020/)

**12. Infobrief vom 17. Dezember 2020 für alle haupt- und ehrenamtlich Tätigen (17.12.2020)**

**13. Infobrief für alle haupt- und ehrenamtlich Tätigen (22.12.2020)**

**14. Infobrief vom 20. Januar 2021 für alle haupt- und ehrenamtlich Tätigen sowie Projektträger in den Bereichen Asyl und Integration (20.01.2021)**

**15th information letter dated February 18, 2021 for all full-time and voluntary workers as well as project sponsors in the areas of asylum and integration (February 22, 2021)**

[15. Info letter from 02/18/2021](#)

**16. Infobrief vom 9. März 2021 zum Thema „Internet in Asylunterkünften“ für alle haupt- und ehrenamtlich Tätigen sowie Projektträger**

**17. Infobrief vom 11. März 2021 für alle haupt- und ehrenamtlich Tätigen sowie Projektträger**

**18. Infobrief vom 03.05.2021 für alle haupt- und ehrenamtlich Tätigen sowie Projektträger**

**20. Infobrief (10.06.2021)**

**21. Infobrief vom 9. Juli 2021 für alle haupt- und ehrenamtlich Tätigen so-wie Projektträger in den Bereichen Asyl und Integration (09.07.2021)**

**27. Infobrief vom 28. Dezember 2021 für alle haupt- und ehrenamtlich Tätigen sowie Projektträger in den Bereichen Asyl und Integration**

**28. Infobrief vom 27.01.2022**

**29. Infobrief vom 22.02.2022**

**33. Infobrief vom 25. Mai 2022 für alle haupt- und ehrenamtlich Tätigen sowie Projektträger**

[33. Infobrief vom 25.05.2022.pdf](#)

**43. Infobrief vom 02.01.2024**

[43. Infobrief vom 14.02.2024-1.pdf](#)

## Welcome to the district of Dillingen a.d. Donau



Dear Ladies and gentlemen,

In this app, people with a migration background will find the most important information and contacts on various life situations in the district of Dillingen a.d. Donau.

With the Integreat App we want to give you valuable support in coping with different life situations.

With kind regards

Your

Markus Müller

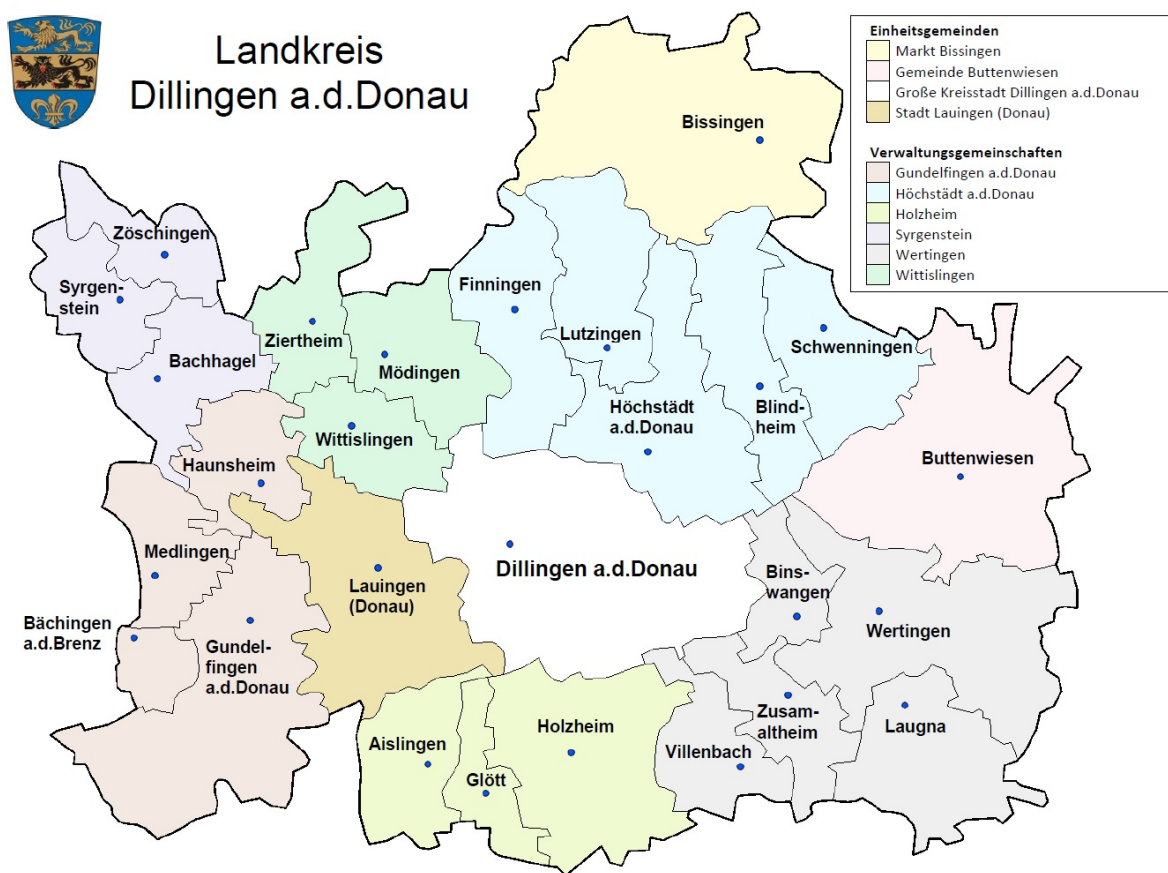
District Administrator of the District of Dillingen a.d. Donau

### **Our cities, markets and communities**

District of Dillingen a.d. Donau - This is the place to live

Our district has a lot to offer: 27 cities and municipalities, small and large, old and modern. There are numerous areas to discover and travel to. And if you live in our district, you might learn something new about your homeland here.

It is not difficult to feel at home in our district - affordable living space, unspoilt nature, countless cultural treasures and unique attractions quickly turn the foreign surroundings into a new home. The lively towns and communities form the ideal framework and space for a high quality of life and family friendliness in Bavarian Swabia. A region where one would like to grow up and grow old. Here you will find a list of all cities and municipalities with links to their websites:



[District map as PDF file with hyperlinks](#)

[Market town of Bissingen](#)

[Community of Buttenwiesen](#)

[Large district city Dillingen a.d. Donau](#)

[City of Lauingen \(Donau\)](#)

[Municipal Association of Gundelfingen a.d. Donau:](#)

[Community of Bachingen](#)

[City of Gundelfingen a.d. Donau](#)

[Community of Haunsheim](#)

[Community of Medlingen](#)

[Municipal Association of Höchstädt a.d. Donau:](#)

[Community of Blindheim](#)

[Community of Finningen](#)

[City of Höchstädt a.d. Donau](#)

[Community of Lutzingen](#)

[Community of Schwenningen](#)

### **Municipal Association of Holzheim:**

[Market town of Aislingen](#)

[Community of Glött](#)

[Community of Holzheim](#)

### **Municipal Association of Syrgenstein:**

[Community of Bachhagel](#)

[Community of Syrgenstein](#)

[Community of Zöschingen](#)

### **Municipal Association of Wertingen:**

[Community of Binswangen](#)

[Community of Laugna](#)

[Community of Villenbach](#)

[City of Wertingen](#)

[Community of Zusamaltheim](#)

### **Municipal Association of Wittislingen:**

[Community of Mödingen](#)

[Market town of Wittislingen](#)

[Community of Ziertheim](#)

## **Everyday life and leisure**

### **Living in Germany**

#### **Guidepost**

- The [Refugee Guide](#) is an orientation aid for visitors, refugees and future citizens of Germany and serves as an orientation at the beginning of a stay in Germany. It can be downloaded from [this website](#) in more than 15 languages.
- The MUNICH FORUM FOR ISLAM is an association of Muslim women and men from different backgrounds. In [this guide for Muslim](#) migrants they share their grown and tested knowledge and experiences with all newcomers to Germany.
- [Handbook Germany](#) also offers such general information in various languages (Arabic and Farsi, among others)
- The portal ["Dazu gehören - Integration in Bavaria"](#) of the Bavarian State Ministry for Labour and Social Affairs, Family and Integration, for example, provides information for immigrants, locals and volunteers. It offers an overview of possibilities and offers in the field of integration, such as language courses, work, school, education, housing and voluntary commitment. But also information about living together in Bavaria and the necessity of a successful integration is discussed. The portal is a directory with further links, e.g. to regional aid and support services. The information is available in German, English, French, Farsi and Arabic.



- The Goethe-Institut has launched an online [information portal](#) on life in Germany.

### Latest news

- Deutsche Welle has created an overview page "[First Steps in Germany](#)" on its homepage, which has been translated into English, Arabic, Dari, Pashto and Urdu.
- German and international news for refugees and asylum seekers can be found on [Südwestrundfunk \(SWR\)](#) and [ARD](#).

### Interpreters and translation aids

Interpreters and translation aids can be found [here](#).

### Saving energy, heating and ventilation

Saving energy can save a lot of money in Germany. The **Consumer Advice Centre** provides a [brochure](#) on this subject in several languages.

**Ensure that you ventilate regularly and heat properly. In this way you prevent mould from developing.**

When ventilating, the windows must be fully opened 3 times a day for 5 minutes. Tilting the windows won't help!

Ventilate after showering, cooking and after you get up in the morning!

Heat the flat sufficiently, do not place any furniture in front of the heating and do not hang any curtains in front of the heating.

Move the furniture 10 cm away from the wall on the outer walls so that the air can move behind it.

Check regularly for mould in the cold corners. If mould develops, eliminate it quickly!

### Heating costs are expensive

To avoid high additional heating costs, turn down the heating at night and even if you leave the house!

Dress warmer in winter: Wear long-sleeved sweaters, long trousers/skirts and socks in the flat!

Carpets warm from below.

The Evangelical Parish publishes a brochure on energy saving in [Dari](#) and [Arabic](#).

### Waste separation

**Environmental protection** and **sustainability** are very important in Germany. In Germany it is therefore mandatory to separate waste because the components of the waste are reused wherever possible. Various methods of waste separation are available for this purpose. In the district Dillingen a.d. Donau, the waste management association of North Swabia (AWV

Nordschwaben in Donauwörth) is responsible for the waste disposal. Waste can be disposed of in the following ways:

- The **black waste bin**, the **blue paper bin**, the **brown organic bin** (organic waste such as food leftovers) and the **yellow bag** (packaging made of plastic) are collected by the waste collection department directly at the houses on certain [collection dates](#). Fees must be paid for the waste bin and the organic waste bin, the paper bin and the yellow sack are collected free of charge. If you have a smaller waste bin because you separate the waste well and throw very little into it, you have to pay less.



Black bin for waste      Blue bin for paper      Brown bin for biodegradable waste      Yellow bag for plastic packaging

- Glass, cans and paper** must be disposed of at over 300 [container stations](#). These are waste containers at the roadside, which are usually within walking distance of the communities.
- At [recycling yards](#), the **yellow bag** and other waste products such as waste wood, construction waste, iron scrap, electronic scrap, grease, green waste, corks, paper/cardboard boxes, problem waste such as batteries, fluorescent tubes, bulky waste, TV sets, refrigerators and freezers (white goods), asbestos, old clothing can be disposed of. There are recycling centres in every town. Further information on waste disposal and waste separation can be found at [AWV Nordschwaben](#).
- The AWV Nordschwaben collects problem waste such as batteries, paints and varnishes with the mobile **Pollutant-Mobile**. It comes throughout the year distributed at least once in each city and municipality. The dates can be found in the [collection calendar](#). The removal of problem waste - in normal household quantities - is free of charge.
- What can be disposed of and where can also be found in the [Waste ABC](#).

Further information can also be obtained from the [Consumer Advice Centre](#).

## Racism

### 1. B.U.D. Bavaria - advice. Support. Documentation. Advice center for those affected by right-wing, racist and anti-Semitic violence

B.U.D. Bavaria is the Bavaria-wide advice center for those affected by right-wing, racist and anti-Semitic violence. Affected people can contact us at any time if they have been attacked or threatened. Witnesses of such an incident as well as the people around them can also contact us.

Our advice is free and can take place on site throughout Bavaria. We work confidentially and independently of an advertisement. The support can be a one-off consultation or a longer accompaniment, personally on site or in our anonymous online consultation. If necessary, we use language mediators.

We decide together on the concrete procedure and the type of support. The perspective of those affected is the focus of our work.

In addition to the specific advisory and support work, the B.U.D. Bavaria Incidents of right-wing, racist and anti-Semitic violence in Bavaria. Report such incidents to us directly using the report form on our website. Every report helps to shed light on the dark field of right-wing violence. Depending on the incident, we will include your report in our Bavaria-wide chronicle or our annual right-wing violence statistics.

#### [B.U.D. Flyer](#)

B.U.D. - Consultation. Support. Documentation for victims of right-wing extremist violence  
[info@bud-bayern.de](mailto:info@bud-bayern.de)  
[0151 216 53 187](tel:015121653187)  
[www.bud-bayern.de](http://www.bud-bayern.de)

2. There is a short and easy to understand overview in different languages of what people affected by racist violence can do after an attack:

<https://www.verband-brg.de/publikation-was-tun-na...>

<https://www.verband-brg.de/wp-content/uploads/201...>

### **Licence fees for radio and television**

Germany has independent radio, television and online services from ARD, ZDF and Deutschlandradio. You can see a compilation of all stations [here](#). These report free of economic and political influences. Everyone pays money for this. It is referred to as a broadcast licence fee

The law says: In Germany, a broadcast licence fee must be paid for each flat. However, only one person per flat has to pay the broadcast licence fee. This costs € 17.50 per month and must be paid to the contribution service of ARD, ZDF and Deutschlandradio (formerly GEZ / Gebühreneinzugszentrale). Further information can be found in the following [information sheet](#) (here also in [French](#), [Arabic](#), [Turkish](#) and [Russian](#)) and on the [website of the broadcast licence fee](#).

#### Do I have to pay?

Some people can be exempted from the payment. For example, if you receive benefits under the Asylum Seekers Benefits Act or other social benefits. An application must be made for exemption from the broadcast licence fee. You can find it [here](#). In addition, the appendix to each Jobcenter decision contains a verification of the exemption from the broadcast licence fee.

Further information in many different languages can be found [here](#).  
[Information for radio and television](#)

### **Information for refugees in asylum accommodation:**

You have no legal right to television (TV) in your asylum accommodation. This means that there does not have to be a TV in the accommodation. If you do not receive **any benefits** under the Asylum Seekers Benefits Act or from the Jobcenter, **you still have to pay the broadcast licence fee**.

The radio station "[Good Morning Deutschland](#)" wants to inform and bring people of different cultures together. The moderators report in Arabic, Farsi, German and English on everyday concerns of refugees and life in Germany.

## Public transport, bicycle

After your arrival, you do not have to stay in your accommodation all the time, you can explore the city where you are staying and settle in. There are several ways to get around.

## Public transportation

In Germany, the local public transport network is very well developed. In the larger towns and cities you will find buses and some trains. The "Deutsche Bahn" flyer for orientation at railway stations and bus or train journeys can be found [here](#). Timetables, travel planning and ticket costs can be found on the following websites:

[Deutsche Bahn](#)   [Augsburg regional bus](#)   [City bus Dillingen](#)   [Call bus](#)

## Cycling, travel and traffic rules

In the long run, the purchase of a bicycle is much cheaper than using public transport.

### Important traffic rules for cyclists (selection)

- Always ride on the right-hand side of the road
- Do not ride next to each other, but one behind the other
- If available, cycle paths must be used (also on the right side of the road in the direction of travel)
- **Only children up to the age of 11 are allowed to cycle along the walkways**

Flyer of the Bavarian State Government "[Safe on the road with your bike](#)" in 4 different languages.

In order to guide you safely through German road traffic, you will find [traffic signs in English](#) on Wikipedia among other places.

The General German Bicycle Club of Munich (ADFC) provides a [wealth of information](#), including traffic rules in 8 languages.

## Purchase and repairs

When you buy your bike, make sure that it is equipped as follows and therefore safe to drive, otherwise fines may be imposed if it is checked by the police:

- Front and rear lights
- Front and rear reflectors
- Reflectors in the spokes (2 per wheel)
- Reflectors on the pedals
- Bell
- Two independent brakes

## Shopping and consumer questions

The most important places to go to in order to get very cheap consumer goods for daily life are the clothing stores and charity department stores, where you can buy clothes, dishes and furniture, but also sports and electrical equipment very cheaply. Please bring your Tafel card with you as proof. There are also numerous 2nd-hand shops. Some examples:

- [ALF2](#), Dillinger Str. 5, Höchstädt a.d. Donau
- [Preisfuchs](#), Raiffeisenstrasse 9, Lauingen (Donau)
- [BRK-Gebrauchtwarenladen „Vielerlei“](#), Herzogin-Anna-Str. 5 in Höchstädt

Cheap food and hygiene articles can be found in the discount supermarkets. [Here](#) you will find the open offers of the Tafel shops for all those in need. As a rule, shops are not open on public [holidays](#).

The Federal Association of **Consumer Advice Centres** provides [videos](#) (with subtitles in Dari) to bring consumer issues closer to new arrivals in Germany. The videos are accompanied by [checklists](#) (shopping on the Internet, food packaging, collection claims) in German, English and Arabic and [sample letters](#) highlighting and supplementing other aspects of the topics.

Further information can be found [here](#).

## Banks

### Chequing account

A chequing account is an account managed by banks for bank customers to process payment transactions. The money on the chequing account is available at all times.

With a chequing account, you can make transfers, receive cashless payments, set up standing orders, participate in direct debit procedures, cash cheques, make cashless payments with the EC/Maestro card, withdraw cash at bank counters or ATMs and print out your account statements. **Make sure that all withdrawals and payments are covered by the balance on your account.**

Here you will find a multilingual checklist from the Consumer Advice Centre\* for [opening an account](#). There is also a multilingual checklist after opening an account. [Practical tips](#) for opening a chequing account can be found here in [English](#) (pdf) and [Arabic](#) (pdf).

### Important notes

Once the account has been opened, you will receive an EC card with a four-digit PIN code. Sign the EC card on the back and memorise the PIN code. The PIN code is required for cashless payments and cash withdrawals at ATMs. **Be sure to store the card and PIN code separately!**

For withdrawals, if possible, use ATMs of the bank where you have your account, in which case the withdrawal is free of charge. If the PIN code is entered incorrectly three times at the ATM, the EC card is withdrawn and blocked. In this case, contact your bank.

If your EC card is lost or stolen, have it blocked immediately. There is central 24-hour emergency calling for blocking for all EC cards Tel. 116 116. Enter your bank code and account

number. Then contact your bank and apply for a new EC card.

Here you will find a list of banks and savings banks which have their headquarters or a branch in our district:

[Kreis- und Stadtsparkasse Dillingen a. d. Donau](#)

[Raiffeisenbank Dillingen, Lauingen, Gundelfingen and Syrgenstein](#)

[Raiffeisenbank Wittislingen](#)

[Raiffeisenbank Bissingen](#)

[Raiffeisenbank Höchstädt](#)

[Raiffeisenbank Holzheim](#)

[VR-Bank Wertingen](#)

[Raiffeisenbank Unteres Zusamtal eG](#)

[HypoVereinsbank Dillingen a.d. Donau](#)

\*There are Consumer Advice Centres in Germany. This is a point of contact for consumers, which informs, advises, supports and legally validates them in questions of consumption. They have developed checklists on various topics to support consumers.

### Third-party liability insurances

Even if you do not intentionally cause damage to a person in Germany, you must pay compensation according to the law. This applies to personal injury, property damage and financial losses in the private sector.

#### Examples:

- You cause a traffic accident
- Your child breaks a window pane with a ball
- You rent an flat. The washing machine is broken, water is running out and the whole wooden floor has to be renovated. This can quickly become very expensive! **If you rent a flat, personal liability insurance is particularly important.**
- Your child is still unsteady when riding a bicycle, the bicycle falls over and scratches a car. Even such damage can cost many hundreds of euros!

In Germany, you can take out a personal liability insurance policy that pays for these damages for you and your family/children. You can decide for yourself whether you want to take out this insurance. But we strongly recommend it. In Germany almost every person has third-party liability insurance. The insurance not only covers one person, but usually also his entire family. Personal liability is therefore particularly important for families with children. Personal liability costs about 50 euros per person per year, for a family about 80 euros.

The Consumer Advice Centre has put multilingual information on insurance on the Internet under the following links:

<https://www.verbraucherzentrale.de/fluechtlingshi...>

<https://www.verbraucherzentrale-niedersachsen.de/...>

## Telephone - Internet

### Cell phone

There are basically two different mobile phone contracts in Germany: **Prepaid contracts** and **fixed-term contracts**. The prepaid contract does not have a fixed contract term; a fixed-term contract has a minimum contract term. If you do not want the contract to be automatically renewed, you must cancel in writing and in good time. In contrast to a fixed-term contract, a prepaid contract does not incur a basic fee and no minimum rate. Internet and telephone costs are not covered by the Jobcenter or Social Welfare Office.

#### 10 important questions for the conclusion of a contract:

- What is the basic fee? Does the fee increase after a certain term?
- Is there a minimum monthly rate?
- What is the duration of the contract (e.g. 12 or 24 months)?
- How long is the notice period?
- Are there any setup, switching and deactivation fees?
- Which time cycle (60/1, 10/10) is used for the calculation?
- What is the cost for one minute (foreign/domestic network)?
- How high are the purchase costs for a mobile phone with and without a contract?
- How much does Internet cost?
- What are the costs for calls while abroad?

The **Consumer Advice Centre** has put a multilingual [checklist](#) on the Internet for migrants with things that should be considered before signing a contract.

### Phone rates

On the website test.de you can find cheap [telephone rates for refugees](#).

### Internet / WLAN

In some larger towns in the district, there are usually free WLAN hotspots at central locations.

### Holidays and opening hours

In Germany, public holidays and opening hours are regulated by law in each federal state. Most shops open between 7:00 a.m. and 8:00 a.m. and close between 6:00 p.m. and 8:00 p.m. Almost all shops are closed on Sundays and public holidays.

In the district of Dillingen a.d. Donau there are the following holidays:

- 1st of January - New Year's Day
- 6th of January - Epiphany
- 1st of May - Labour Day

- 15th of August - Assumption of the Virgin Mary
- 3rd of October - German Unification Day
- 1st of November - All Saints' Day
- 25th of December - First Day of Christmas
- 26th of December - Second Day of Christmas
- Good Friday, Easter Monday, Ascension Day, Whit Monday and Corpus Christi are annually variable holidays

## Behaviour when swimming and on the ice

Time spent in the water and on the ice always brings with it personal dangers.

Multilingual information for **behaviour when swimming** can be found under the following links:

- [German Life Saving Association](#)
- [Wasserwacht](#)
- [Pool portal](#)
- School sports NRW

**The ice rules** - for correct behaviour on ice surfaces, Wasserwacht has published rules in many different languages.

## Table - Food

Informations: [Tafel Englisch.pdf](#)

## German language

### First German Sentences

#### Begrüßung - Greetings

- Guten Tag - Good afternoon
- Grüß Gott - Good afternoon
- Guten Morgen - Good morning
- Guten Abend - Good evening
- Gute Nacht - Good night
- Hallo - Hello
- Tschüss - Bye

#### Gesprächsbeginn - Start of conversation



- Wie geht es Ihnen? - (Formal) How are you?
- Danke, gut und Ihnen? - Thanks, good and you?
- Wie geht's dir? - (Informal) How are you?
- Danke, gut und dir? - Thanks, good and you?

### **Namen - Names**

- Wie heißen Sie? - What is your name?
- Wie ist Ihr Name? - What is your name?
- Ich heiße... - My name is...
- Mein Name ist... - My name is...

### **Schreiben - Writing**

- Können Sie das bitte buchstabieren? - Can you spell that, please?
- Können Sie das bitte aufschreiben? - Can you write that down please?
- Ich kann nicht schreiben. - I can't write.

### **Verstehen - Understanding**

- Haben Sie das verstanden? - Do you understand?
- Ja, ich verstehe es. - Yes, I understand.
- Nein, ich verstehe es nicht. - No, I don't understand.

### **Geburtstag - Birthday**

- Wann sind Sie geboren? - When were you born?
- Wann haben Sie Geburtstag? - When is your birthday?
- Am... - On...

### **Zahlen - Numbers**

1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21

eins, zwei, drei, vier, fünf, sechs, sieben, acht, neun, zehn, elf, zwölf, dreizehn, vierzehn, fünfzehn, sechzehn, siebzehn, achtzehn, neunzehn, zwanzig, einundzwanzig

### **Monate - Months**

- 1 - Januar - January
- 2 - Februar - February
- 3 - März - March
- 4 - April - April

- 5 - Mai - May
- 6 - Juni - June
- 7 - Juli - July
- 8 - August - August
- 9 - September - September
- 10 - Oktober - October
- 11 - November - November
- 12 - Dezember - December

### **Uhrzeit - Time**

- Wie viel Uhr ist es? - What time is it?
- Sie haben einen Termin um ... Uhr. - You have an appointment at...
- Der Unterricht geht von ... bis ... Uhr. - The class is from... to...

### **Adresse - Address**

- Wo wohnen Sie? - Where do you live?
- Ich wohne in ... Straße, in ... Ort - I live on... street, in... town
- Woher kommen Sie? - Where are you from?
- Ich komme aus... - I'm from..

### **Beruf - Profession**

- Was sind Sie von Beruf? - What's your profession?
- Ich bin... - I'm...
- Was arbeiten Sie? - What do you do for work?
- Ich arbeite als... - I work as a...

### **Religion - Religion**

- Haben Sie eine Religion? - Do you have a religion?
- Ja / Nein - Yes / No.
- Ich bin Moslem / - I am Muslim
- Christ / - Christian
- Jude / - Jewish
- Hindu / - Hindu
- Buddhist / - Buddhist
- Atheist. - Atheist.

### **Gesundheit - Health**

- Wo finde ich einen Arzt? - Where can I find a doctor?
- Wo ist eine Apotheke? - Where's a chemist's shop?
- Wo ist ein Krankenhaus? - Where's a hospital?
- Ich bin schwanger. - I am pregnant.
- Ich brauche Medikamente. - I need medication.
- Ich bin krank. - I am sick.
- Meine Frau ist krank. - My wife is sick.
- Mein Kind ist krank. - My child is sick.
- Brauche ich ein Rezept? - Do I need a prescription?
- Es tut hier weh. - It hurts here.

### **Bus - Bus**

- Wo ist die Bushaltestelle? - Where's the bus stop?
- Ich möchte aussteigen. - I want to get off.
- Wo muss ich umsteigen? - Where do I transfer?
- Wann fährt der Bus? - When does the bus leave?
- Ich möchte gerne ein Busticket nach... - I would like a bus ticket to...
- Was kostet ein Busticket? - What does a bus ticket cost?

### **Bahnhof - Train station**

- Auf welchem Gleis fährt der Zug? - What track is this train on?
- Der Zug fällt aus. - The train is cancelled.
- Der Zug hat ... Minuten / Stunden Verspätung. - The train is... minutes/ hours late.
- Wann fährt der Zug? - When does the train leave?

### **Fahrrad - Bicycle**

- Ich habe einen platten Reifen. - I have a flat tyre.
- Darf man auf diesem Weg Fahrrad fahren? - Are you allowed bike on this trail?

### **Geld - Money**

- Ich möchte ein Konto eröffnen. - I want to open a bank account.
- Wie ist ihre Kontonummer / BIC / IBAN? - What is your account number / BIC / IBAN?
- Hier ist meine Karte. - Here's my card.

### **Telefon - Phone**

- Ich möchte eine Pre-Paid-Karte für mein Handy. - I would like a pre-paid card for my mobile.
- Ich möchte keinen Vertrag! - I don't want a contract!

## **Richtung - Directions**

- Rechts - Right
- Links - Left
- Geradeaus - Straight
- Bei der Ampel - At the traffic lights
- Gegenüber von... - Across from...

## **Unterwegs - Travelling**

- Entschuldigung, können Sie mir bitte helfen? - Excuse me, can you help me, please?
- Wo ist...? - Where is...?
- Ich suche...? - I'm looking for...?
- Wie komme ich nach...? - How do I get to...?
- Können Sie mir... auf der Karte zeigen? - Can you show me... on the map?

## **Einkaufen - Shopping**

- Wo bekomme ich...? - Where can I get...?
- Wo ist ein Bäcker/ Supermarkt? - Where is a baker/ supermarket?
- Was kostet das? - How much does it cost?
- Das kostet...? - That costs...?
- Ich möchte gerne... kaufen. - I would like to buy...
- Das macht...€. - That will be...€.
- Ich suche eine Hose / - I am looking for trousers /
- Pullover / - sweater /
- T-Shirt / - t-shirt /
- Hemd / - shirt /
- Kleid / - dress /
- Schuhe / - shoes /
- Winterjacke. - winter jacket.
- Das ist zu klein / - This is too small /
- zu groß / passt nicht / passt. - too large / does not fit / fits.
- Haben Sie das noch in einer anderen Größe? - Do you have this in another size?

## **Familie - Family**

- Das ist meine Frau / - This is my wife /
- Mann / - husband /
- Tochter / - daughter /
- Sohn / - son /

- Schwester / - sister /
- Bruder / - Brother /
- Mutter / - Mother /
- Vater. - Father.

## Language / comprehension

### **The German language is the key to integration.**

In order to be able to settle in and integrate well in Germany in the long run, it is advisable to speak good German. The language is not only important to communicate in general, but especially important when it comes to finding a job. Without a command of the German language you will find it difficult to find work. You can learn the German language yourself or attend an initial orientation course or integration course.

Language levels are generally divided into A1/A2 (beginners), B1/B2 (advanced) and C1/C2 (near native speakers). A more detailed description of the language levels can be found [here](#) or [here](#).

### **Learning German at the age of 6-15 years: School**

In Germany, children and young people between the ages of 6 and 15 are obliged to attend school. Accordingly, it is the task of the school to support this age group in language acquisition. Depending on the number of children and the need for support in language acquisition, schools have different support options at their disposal. These range from transitional classes, German language classes and German language courses to support for third parties. Instruction takes place primarily in transition classes, but in some cases also with individual support in regular classes.

In addition, especially since the large increase in migration in recent years, extra-curricular third parties and volunteer teachers support the schools in the regular classes. If you have any questions or individual needs, please contact your child's class teacher.

In addition, the education and participation package also provides the opportunity to apply for funding for individual learning support. The prerequisite for this is that essential learning objectives of the class are not achieved and that the children receive benefits in accordance with the Asylum Seekers Benefits Act or are entitled to benefits from the Jobcenter or the housing benefit office.

### **Learning German at the age of 16-25: Professional Integration Classes (BIK)**

For all persons up to the age of 21 (often also persons up to the age of 25 are admitted) there is the possibility to attend the vocational integration classes of the Berufsschulen in Lauingen

and Höchstädt . German language acquisition is an important building block in these. If young people in their home countries have not yet completed compulsory schooling, they are obliged to attend the vocational integration classes too. This is the case for many migrants . In order to clear up the compulsory vocational schooling and / or to register at the Berufsschule, one must register at the Berufsschule Höchstädt:

**Information and contact details:**

[Staatliches Berufliches Schulzentrum Höchstädt an der Donau](#)

Email: [verwaltung@bs-hoechstaedt.de](mailto:verwaltung@bs-hoechstaedt.de)

[Staatliche Berufsschule Lauingen \(Donau\)](#)

Email: [verwaltung@bs-lauingen.de](mailto:verwaltung@bs-lauingen.de)

**Registration:**

[Staatliches Berufliches Schulzentrum Höchstädt an der Donau](#)

[Opening hours and directions](#) Email: [verwaltung@bs-hoechstaedt.de](mailto:verwaltung@bs-hoechstaedt.de)

**Initial orientation courses for asylum seekers with unclear prospects of staying and persons from safe countries of origin**

I. Process for assignment to an integration course/literacy course

1. Check eligibility for the integration course/inquire at BAMF/submit an application (the circle of those eligible has been expanded!)
2. If you are authorized to take the course (letter of confirmation): You are entitled to a placement test with the language course provider (bring authorization with you)
3. a) Assignment to a course with the course provider      b) put on a waiting list
4. BAMF: has access to the waiting list of the respective provider and can, if necessary, combine participants on the waiting list into a common course

Important for the further implementation of a course: The participants must all be present on the first day of the course and participate continuously.

II. Further information

- Central homepage for everything relating to integration courses (information, application forms, courses, reimbursement of travel expenses, etc.):

<https://www.bamf.de/DE/Themen/Integration/ZumigrateParticipants/Integrationskurs/integrationskurs-node.htm>

- Contact details of the responsible authorities:

<https://bamf-navi.bamf.de/de/Themen/Behoerden/>

- Eligibility or obligation to take the course:

<https://www.bamf.de/DE/Themen/Integration/Zumigra...>

III. Participation and costs

<https://www.bamf.de/DE/Themen/Integration/ZumigrateParticipants/Integrationskurs/TeilnahmeKosten/teilnahm...>

#### IV. Application forms

- Overview of forms for integration courses:  
<https://www.bamf.de/SharedDocs/anlagen/DE/Integra...>

- Parent homepage: <https://www.bamf.de/DE/Themen/Integration/Zumigra...>

(The applications and other forms and documents can be found in the gray box on the right)

There are 2 types of application:

- Application for admission to an integration course for asylum seekers, tolerated persons and foreigners with a residence permit - 630.120i
  - Foreigners can use this form to apply for admission to an integration course in accordance with Section 44 Paragraph 4 Sentence 2 Nos. 1 to 3 Residence Act.
  - <https://www.bamf.de/SharedDocs/anlagen/DE/Integra...>
  - Document in the attachment:  
630-120\_application-admission-integration-course-ausl\_pdf.pdf
  - Information sheet on the integration course for asylum seekers, tolerated persons and foreigners with a residence permit in accordance with Section 25 Paragraph 5 Residence Act - 630.121i
  - <https://www.bamf.de/SharedDocs/anlagen/DE/Integra...>
  - 630-121\_merkblatt-oeffnung-Integrationskurs.pdf
- Application for admission to an integration course - 630.007r
  - Foreigners can use this form to apply for admission to an integration course in accordance with Section 44 Paragraph 4 Sentence 1 Residence Act
  - <https://www.bamf.de/SharedDocs/anlagen/DE/Integra...>
  - Document in the attachment: 630-007\_application-admission-integrationskurs-ausl\_pdf.pdf

#### V. Address for sending the application

Federal Office for Migration and Refugees

Unit 53A  
Streitfeldstrasse 39

81673 Munich

[630-007 antrag-zulassung-integrationskurs-ausl\\_pd...](#)

[630-120 antrag-zulassung-integrationskurs-ausl\\_pd...](#)

[630-121 merkbblatt-oeffnung-Integrationskurse.pdf](#)

## Integration courses for asylum seekers with good prospects of staying / positive asylum decisions

### I. Process for assignment to an integration course/literacy course

1. Check eligibility for the integration course/inquire at BAMF/submit an application (the circle of those eligible has been expanded!)
2. If you are authorized to take the course (letter of confirmation): You are entitled to a placement test with the language course provider (bring authorization with you)
3. a) Assignment to a course with the course provider      b) put on a waiting list
4. BAMF: has access to the waiting list of the respective provider and can, if necessary, combine participants on the waiting list into a common course

Important for the further implementation of a course: The participants must all be present on the first day of the course and participate continuously.

### II. Further information

- Central homepage for everything relating to integration courses (information, application forms, courses, reimbursement of travel expenses, etc.):  
<https://www.bamf.de/DE/Themen/Integration/Zumigra...>
- Contact details of the responsible authorities:  
<https://bamf-navi.bamf.de/de/Themen/Behoerden/>
- Eligibility or obligation to take the course:  
<https://www.bamf.de/DE/Themen/Integration/Zumigra...>

### III. Participation and costs

<https://www.bamf.de/DE/Themen/Integration/Zumigra...>

### IV. Application forms

- Overview of forms for integration courses:  
<https://www.bamf.de/SharedDocs/anlagen/DE/Integra...>
- Parent homepage: <https://www.bamf.de/DE/Themen/Integration/Zumigra...>

(The applications and other forms and documents can be found in the gray box on the right)

There are 2 types of application:

- Application for admission to an integration course for asylum seekers, tolerated persons and foreigners with a residence permit - 630.120i
- Foreigners can use this form to apply for admission to an integration course in accordance with Section 44 Paragraph 4 Sentence 2 Nos. 1 to 3 Residence Act.
- <https://www.bamf.de/SharedDocs/anlagen/DE/Integra...>



- Document in the attachment:  
630-120\_application-admission-integration-course-ausl\_pdf.pdf
- Information sheet on the integration course for asylum seekers, tolerated persons and foreigners with a residence permit in accordance with Section 25 Paragraph 5 Residence Act - 630.121i
- <https://www.bamf.de/SharedDocs/anlagen/DE/Integra...>
- 630-121\_merkblatt-oeffnung-Integrationskurs.pdf
- Application for admission to an integration course - 630,007r
- Foreigners can use this form to apply for admission to an integration course in accordance with Section 44 Paragraph 4 Sentence 1 Residence Act
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Federal Office for Migration and Refugees

Unit 53A

Streitfeldstrasse 39

81673 Munich

[630-007 antrag-zulassung-integrationskurs-ausl\\_pd...](#)

[630-120 antrag-zulassung-integrationskurs-ausl\\_pd...](#)

[630-121 merkbblatt-oeffnung-Integrationskurse.pdf](#)

### Professional language courses for advanced learners

You already have a good knowledge of German and would like to improve your language and technical skills in order to improve your chances on the job market? Then you can attend so-called DeuFöV courses.

**Prerequisite (language level):** B1 (for example as a connection to an integration course)

#### Who can attend the course?

- Among others: German citizens with migration backgrounds, EU citizens, other immigrants including persons in asylum proceedings with good prospects of staying (i.e. from Syria and Eritrea), persons with exceptional leave to remain (Geduldete) and Afghans.
- Language course as accompaniment to your career, training or a vocational qualification measure or as preparation for starting a career in Germany

**Target language level:** up to C2

There are 3 basic modules: B1 --> **B2**; B2 --> **C1**; C1 --> **C2** à 300 UE

Here you can find information about the **courses offered** in our region:

- [WebGIS](#)
- [Education portal of the Federal Employment Agency \(Bundesagentur für Arbeit\)](#)
- [Directly with the course providers](#), for example [bfz](#)

Further information can be found [here](#) (multilingual flyer in the download area on the right) or at [Refugee and Integration Counselling](#).

## Course providers

Providers of German courses in the region include, among others:

- [bfz](#)
- [BIB Augsburg gGmbH](#)
- [Sprachinstitut Alterlingua](#)
- [FD Bildungsakademie](#)
- [Kolping Akademie](#)
- [Volkshochschule Dillingen](#)
- [Volkshochschule Gundelfingen](#)
- [BWZ Nordschwaben GmbH](#)
- [Bamf](#)
- [SBB](#)

## Libraries

In many libraries in the district of Dillingen, books and learning media can be borrowed. This can be a meaningful leisure activity and a good opportunity to learn German. Here are some libraries in the district of Dillingen:

[District bookmobile with Wertingen Library](#)

[Dillingen City Library](#)

[Additional information for refugees](#)

[Lauingen City Library](#)

[Gundelfingen City Library](#)

[Höchstädt City Library](#)

[Bachtal Library in Syrgenstein](#)

[Büchereien im Landkreis Dillingen](#)

## Self-learning

[Lernen-mit-Handy-und-Internet](#)

For example, there are websites such as this [online picture dictionary](#) and the VHS learning portal "[A1-German](#)" (instructions in 18 different languages), which can usually be downloaded free of charge from the Apple Store or Google Play store.

With the help of the app "My Vocabulary" (available in [Google Play store](#) or at [iTunes](#)) it is possible to create a picture dictionary with individual vocabulary and has been developed especially for people with an refugee background in the skilled crafts and trades who want to build up a technical vocabulary.

App "**NAVI-D - German for everyday life**" of the Ludwig Maximilians University Munich for Android and iOS



App "**WE in Germany - Learn to live together**" from the Ludwig Maximilians University in Munich for Android and iOS



The app "[Jicki](#)" also offers a language course. It is available via the [Internet platform](#), and as [an Android App](#) and [iOS App](#).

Further information can be found on the following pages:

List of [online dictionaries](#) provided by the Goethe-Institut

<https://www.goethe.de/de/spr/flu.html>

<http://www.dw.com/de/deutsch-lernen/s-2055>

<http://www.asylplus.de/asylplus-akademie/deutsch-...>

Langenscheidt-Verlag has made some chapters from its [German-Arabic dictionary](#) (pdf) available free of charge.

Beside the normal dictionaries, [bab.la](#) offers an extensive phrase collection in many languages for different topics like application or business correspondence.

The [picture dictionary](#) of the German-Arab Friendship Society illustrates many basic terms from various subject areas in a child-friendly way and translates them.

On the website [www.refugeephphrasebook.de](http://www.refugeephphrasebook.de) you can print a small dictionary with the most common terms for different situations in different countries. A [print template](#) for a book with the most important topics has been compiled here (pdf).

[Deutsche Welle](#), whose website is available in more than 30 languages (e.g: Albanian, Amharic, Arabic, Bengali, Dari, Hindi, Pashto, Urdu - change language via the link "DW.com in 30 Languages" top right), has published its own portal for learning German.

The Volkshochschule also has its own online language learning assistance service in various languages: „[Ich will Deutsch lernen](#)“.

The portal "Language Transfer" has put its complete [German course](#) online.

On Almani Be Farsi there is a [German course](#) with over 300 lessons for Farsi native speakers.

Especially for Arabic-speaking people there is a low-threshold [online German course](#), which is also suitable for gaining literacy and has been published in various lessons on Youtube.

[APPs in language support and education](#)

[Helpful free apps and websites for language learning and integration](#)

[APPs Learn German IQ Network Hessen](#)

## Interpreter / Translator

### Interpreter

You will need an interpreter for most visits to the public authorities, such as the Foreigners' Office (Ausländeramt), the Education Authority (Schulamt), but also for visits to the physician, at parent-teacher conferences at school or in kindergarten. Avoid interpreters who, for example, offer their services to you for money in front of the Bureau for Foreigners (Ausländerbehörde). These people have neither proof of their qualifications nor can you judge whether the price quoted is reasonable.

If you need an interpreter, please contact one of the asylum counselling centres. If possible, they will provide you with a suitable interpreter who will accompany you to your appointment free of charge. Every request will be treated confidentially. Please note that interpreters do not provide specialist advice or legal advice or representation.

### Translation of documents

Official documents such as certificates, marriage or birth certificates may only be transmitted in Germany by state-certified translators. These translations can be costly. It is best to check in advance whether you really need such a certified translation.

For a rough translation there are several online services like for example:

<https://translate.google.de/>

<http://www.reverso.net/>

**Support in the search for qualified interpreters and translators** is provided by the [Verein öffentlich bestellter und beeidigter Dolmetscher und Übersetzer Bayern e.V. \(Association of Publicly Appointed and Sworn Interpreters and Translators of Bavaria\)](#).

You will find **further search options** on the website of the [Bavarian State Ministry of Justice](#) or at the [BDÜ Landesverband Bayern e.V. \(Federal Association of Interpreters and Translators, Bavarian Association\)](#).

### General translation aids:

The **Federal Language Office** provides various comprehension aids.

<https://www.bundeswehr.de/de/organisation/persona...>. On the homepage of **Langenscheidt** you will find a free dictionary in numerous languages: <http://de.langenscheidt.com/>.

The interpreting services of the **Tür an Tür Association** are available at

- [Babel interpreter pool](#)
- [Sprint interpreter pool](#)
- [kunterMund interpreter pool](#)

**Legal and medical terms** in different languages - individually selectable:

<http://www.refugeephrasebook.de/phrasebooks/>

### Comprehension aid

Here you will also find a [reading aid in German - Arabic](#).

Here you can find a [comprehension aid for German - Syrian-Arabic](#).

Here you can find a [comprehension aid for German - French](#).

[Telefonjoker](#), the interpreting hotline for Arabic & Persian

## Become an interpreter yourself

In all accommodation there is a great need for help from the public authorities and institutions in which English is also spoken; for example in the Office for Social Services, for counselling appointments in the Education Authority (Schulamt), for communication with employees or the government and the Asylum Counselling Centres.

## Residing

### Forms of accommodation

#### AnKER facility

Asylum seekers who come to Bavaria will initially be accommodated in one of the AnKER centres. Applications for asylum can be submitted at the branch offices of the Federal Office for Migration and Refugees (BAMF). In addition, the examination for communicable diseases prescribed by federal law (§ 62 AsylG) is carried out by the local health authorities. They are operated by the respective federal state.

#### Community accommodations in the district

After the time in the AnKER facility, refugees will be accommodated in communal shelters. They are operated by the government of Swabia. The supervision is carried out by an accommodation manager. Shared accommodation is available in the following places:

Dillingen (65 spots)

Höchstädt (60 places)

Wertingen (70 spots)

Zusamalthem (43 spots)  
Lauingen (41 spots)

## Decentralised accommodation in the district

The district rented numerous accommodations for the further accommodation of asylum seekers. They are operated by the district of Dillingen. The support is provided by accommodation managers.

Contact person:

District office Dillingen a.d. Donau

📍 Große Allee 49, 2nd floor, 89407 Dillingen a.d. Donau

☎ Tel: [09071 51-4788](tel:09071514788)

The individual contact persons can be found on the [website of the district office](#).

## Renting a private apartment

Persons undergoing asylum procedures may rent private accommodation under certain conditions. This must be approved by the government of Swabia .

Once the asylum procedure has been positively concluded, the renting of a private apartment is not subject to approval.

## save energy

You can get detailed information and helpful tips from the consumer advice center.

<https://www.verbraucherzentrale.de/fluechtlingshi...>

Information about saving energy can be found hier.

Energie sparen, Heizen und Lüften - Landkreis Dillingen a.d. Donau (integreat.app)

## House rules in asylum accommodations, fire protection

When many people live together, it is very important that certain rules are followed. That is why every accommodation has its own house rules, which are explained by the caretakers. Every inhabitant of the accommodation must adhere to the house rules.

Content of the **house rules** is e.g.:

- **in order to protect everyone's health and against the risk of fire, smoking shall be**



**prohibited in all asylum accommodations.**

- the installation of additional furniture is generally not permitted.
- Visitors are only allowed to stay in the accommodation from 8:00 am to 22:00 pm.
- In Bavaria, **smoke detectors** are mandatory in all residential buildings. It's forbidden to manipulate them. [Smoke alarms save lives in Arabic](#)

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### Additional information:

- A fire protection primer and further information in English, Arabic and Farsi can be found [here](#).
- [Brochures](#) of the Frankfurt Fire Brigade in many European languages and Turkish.

## Housing search

### General information

The law stipulates that you must live in shared accommodation while your asylum application is pending. As soon as you have received your recognition, you will have to find a private home. If you already receive services from the Jobcenter, the Jobcenter will pay for an appropriate flat for you. Please note your residence requirement!

At present, it is difficult for all those searching for housing to find a suitable flat. Therefore, you must be patient.

First, think about exactly what you are looking for. Your own flat? A shared room?

Think about whether a flat in a village might be a possibility. Often flats in villages are easier to find and not expensive. Especially those who already have a car and a driver's licence should think about this possibility.

Landlords are often more willing to rent to someone they know. Or they tend to rent to refugees if they know the volunteers.

That means for you, if you are looking for a flat: Contact all the people you and your family know personally! Neighbours, volunteers, acquaintances, friends, other parents with children...

### Rent ceilings

Find out what the rent is allowed to be. Recipients of ALG 2 are dependent on the Jobcenter approving the rental costs. An flat must be appropriate for this. This means that it must not be too expensive and should fit the size.

The Jobcenter covers the base rent, additional costs and heating costs up to an appropriate amount.

It makes a difference whether the flat is located in the city of Dillingen or in the district of Dillingen!

If you work and pay the rent yourself, you should also carefully consider in advance how much money you have available for the rent each month.

Do not forget: In addition to the base rent, there are also the additional costs, heating costs and electricity costs! A damage deposit may also have to be paid at the beginning of the rental period.



## **Wohnungslotsin**

Brief introduction of the municipality/contact point:

Anyone who has been granted residence in Germany as a refugee but is still living in the asylum centre in Dillingen or in the district of Dillingen and would like to rent a flat privately can contact the district office's housing guide office.

On request, the housing guides can come along to a viewing or handover, take over communication with a landlord and assist with the preparation of all necessary forms (tenancy agreement, documents for the job centre, etc.).

Important: Only people who are still living in the asylum centre and have permission to move out can be supported.

What is the task/description of the local authority/contact point?

Support in the search for a private flat and all associated formalities (tenancy agreement, forms for the job centre, etc.) and, if necessary, accompaniment to viewing appointments or handovers and also as a contact person in the event of problems with the flat.

What requirements must be met in order to get an appointment at the local authority/contact point Which groups of people can contact the contact point?

All persons who live in an asylum centre in Dillingen or in the district of Dillingen and are allowed to move out.

How are appointments made?

Without an appointment at the open consultation hour every Thursday, or contact as follows:

0172 7210817 (Mrs Finger) and 0173 2748045 (Mrs Schipf);

by email: [katja.finger@landratsamt.dillingen.de](mailto:katja.finger@landratsamt.dillingen.de) and [ulrike.schipf@landratsamt.dillingen.de](mailto:ulrike.schipf@landratsamt.dillingen.de)

What documents are required? What should be prepared for the appointment?

ID card, BG number from the job centre

## **Housing search in newspapers**

Many landlords advertise in daily newspapers. The most important local newspaper for the city and district of Dillingen is the Donauzeitung. Every Wednesday and Saturday it contains a section on real estate. Advertisements can also be viewed on the Internet.

### [Donau-Zeitung](#)

Another possibility is offered by the newsletters of the individual localities and the Dillinger Extra, which appears every Wednesday free of charge and also has a real estate section.

The following abbreviations are often used in housing advertisements in newspapers:

|               |  |
|---------------|--|
| EG            | Ground floor   |
| 1.OG          | 1st floor  |
| 2.OG          | 2nd floor  |
| DG            | Top floor  |
| 1ZiApp        | 1 room flat  |
| 2ZKB          | 2 rooms, kitchen, bathroom                             |
| EFH           | Single family house                                    |
| Whg.          | Flat   |
| NB            | New building   |
| renov.bed     | in need of renovation                                  |
| TG            | Underground car park                                   |
| EBK           | Fitted kitchen   |
| Stpl.         | Parking space for car                                  |
| Blk.          | Balcony  |
| Gash.         | Gas heating  |
| ZH            | Central heating  |
| Ehzg          | Electric heating                                       |
| KT oder Kaut. | Damage deposit   |
| 2MM           | 2 monthly rents  |
| KM            | Base rent (without additional costs and heating!)      |
| WM            | All-inclusive rent (with additional costs and heating) |
| NK            | Additional costs                                       |
| HK            | Heating costs  |
| NR            | Non-smokers  |
| inkl.         | Inclusive  |
| WG            | Shared accommodation                                   |
| sof.frei      | Immediately available                                  |
| Wohnfl.       | Rental size  |
| mbf.          | Furnished  |
| teilmbf       | Partially furnished                                    |
| Bj            | Year of construction                                   |
| gr.           | Large  |
| Tel.          | Telephone number                                       |

## Housing search on the Internet

Most rental offers can be found on the Internet at the following online portals, among others:

[Immobilienscout 24](#)

[Wohnungsbörse](#)

[Immowelt](#)

[Immonet](#)

[Ebay-Kleinanzeigen](#)

Abbreviations for certain words are often used there. A list with explanations can be found under [Housing search in newspapers](#). Do not conclude a lease contract on the basis of an Internet advertisement. Always visit the flat before!

## Building cooperatives

In addition to private landlords, building cooperatives also offer private flats. You have to register here first. Often one must wait a longer period of time, until a flat becomes free.

#### Baugenossenschaft Dillingen a. d. Donau eG

📍 Donauwörther Straße 16 a, 89407 Dillingen

☎ Tel. [09071 2285](tel:090712285)

@[Email](#)

#### Baugenossenschaft Gundelfingen a.d.Donau eG

📍 Am Wehrgang 3, 89423 Gundelfingen an der Donau

☎ Tel. [09073 2191](tel:090732191)

#### Gemeinnützige Baugenossenschaft Lauingen e.G.

📍 Masurenstraße 10B, 89415 Lauingen

☎ Tel. [09072 5611](tel:090725611)

#### Neue Baugenossenschaft Lauingen eG, Geiselinstraße 20

📍 89415 Lauingen

☎ Tel. [09072 2451](tel:090722451)

@[Email](#)

#### Baugenossenschaft Wertingen e.G.

📍 Schlesierstraße 1, 86637 Wertingen

☎ Tel. [08272 2216](tel:082722216)

### **Shared accommodation (WG)**

A WG is a special form of living together. If you are looking for a flat on your own, shared accommodation can be a good alternative to your own flat. Living in a WG means sharing a flat with mostly young people. Every roommate has their own room there. One shares only the common rooms such as the washroom, kitchen or also a living room.

Shared accommodations can also be searched for online :

- [www.wg-gesucht.de](http://www.wg-gesucht.de)
- [www.mitwohnen.org](http://www.mitwohnen.org)
- [www.ebay-kleinanzeigen.de/s-mitwohnen/k0](http://www.ebay-kleinanzeigen.de/s-mitwohnen/k0)

### **Housing inspection**

- It is important to arrive punctually and properly dressed for the viewing appointment

- If possible, come with all persons who want to live in the flat to the inspection. Many landlords want to see the whole family, not just the parents  
(Think about who will supervise the children during the tour beforehand)
- Important: Communication with the landlord! Introduce yourself and your family! If you are still unsure about the German language, you can bring a translator with you.  
Who are you? Where are you from? How long have you been in Germany? What are your plans for the future? (German course/work)
- The landlord decides at the end who gets the flat. That is why it is good to speak to them directly. Even if you do not speak much German yet, you should contact the landlord directly and, if necessary, have the interpreter translate what you want to say
- Take out [third-party liability insurance](#) prior to the visit
- If you work, bring pay slips from the last three months
- Take the identity cards of all persons who wish to stay in the flat with you
- Before the inspection you should consider, everything you would like to ask the landlord, possibly write down key points on a paper

Currently there are only a few vacant flats in the district of Dillingen to which many people apply at the same time. Therefore there are often many other interested parties when visiting flat. A polite, friendly appearance is important!

It is also possible to compile an application folder and bring it with you to the viewing appointment. This may include:

- Cover letter (Who I/we are, what I do professionally, how old my children are, why I would like to rent the flat)
- Tenant self-disclosure
- Copy of identity card/residence permit (attention: copy front and back)
- Copy of the decision of the Jobcenter/Social Welfare Office if you are not working
- Salary statements for the last three months if you work
- Possibly Copy of the Schufa report
- Proof of third-party liability insurance

## Renting a flat

### Rent / lease contract

If the tenant signs the lease contract, he also agrees to the rental payment. The lease contract must contain the following points in particular:

- Name and address of the landlord
- Address of the rental object
- Living space in m<sup>2</sup>
- Number of rooms
- Amount of the net base rent
- Amount of additional costs (waste collection, water, sewage, chimney sweep, etc.)
- Amount of heating costs

- Total rent
- Date of rental payment
- Amount of damage deposit

If the rent is not paid on time, this can lead to cancellation.

In the lease contract it is agreed whether the rental relationship is limited in time, i.e. for a certain period of time, or unlimited. In the case of an indefinite lease contract, no end of the rental relationship is fixed.

The landlord and tenant can also make further individual arrangements in the lease contract, e.g. concerning house rules.

### Damage deposit

The damage deposit is a security for the landlord. The amount for the damage deposit is a maximum of 3 base rents. If you move out of the flat, you get your money back.

Important: You must not leave any damage behind when you move out of the flat.

The Jobcenter can grant the damage deposit on request on a loan basis. As a rule, this is unproblematic and is granted for reasonable accommodation costs. The damage deposit is usually paid directly to the landlord by the Jobcenter. The repayment of the loan to the Jobcenter is automatically deducted from the monthly standard benefits (normally max. 10% of this) and retained.

### Initial outfitting

If you receive services from the Jobcenter, you have the possibility to apply for an initial outfitting for furniture and furnishings. You will be paid a lump sum depending on the number of persons, the size of the flat and the equipment required.

The initial outfitting includes furniture, mattresses, cooking utensils, crockery and, if not present in the flat, cooker, sink, refrigerator and washing machine.

It is absolutely important that the application is made before the purchase of the furniture.

Attention: It may take a while before the money is paid out! In addition, the Jobcenter has the right (and uses this right) to inspect the flat to check the amount of initial outfitting. If it is established that furniture is already available, there is no further entitlement to an initial outfitting for these items.

**Info for refugees:** When moving out of an asylum accommodation, you are **not** allowed to take the furniture of the accommodation with you. That is why you need new furniture. You can apply to the Jobcenter for initial outfitting. You must leave the asylum accommodation **clean** and well-swept. You must **return all the keys** to your caretaker.

Cheap furniture can be found, for example, at:

- [Ebay Kleinanzeigen](#)
- ALF2, 📍 Rudolf-Diesel-Str.6 in Dillingen, [Internet](#)
- Preisfuchs, 📍 Am Stadtberg 2 in Dillingen, [Internet](#)
- BRK-Gebrauchtwarenladen „Vielerlei“, 📍 Herzogin-Anna-Str.5 in Höchstädt, [Internet](#)

## Services of the Jobcenter

If you are unemployed and receive benefits from the Jobcenter, the Jobcenter pays the rent. However, only if the rent is reasonable (not too high). Each Jobcenter has its own rent ceilings, which vary within the district of Dillingen (city of Dillingen and district of Dillingen). The tables for the rent ceilings can be found under [Housing search/rent ceilings](#).

Covering the costs of the Jobcenter - What should I bear in mind?

Important: **If you have found a flat within the rent ceiling, you may not sign the lease contract immediately.** The Jobcenter must check and approve the adequacy of accommodation costs prior to completion. The Jobcenter's decision on adequacy and acceptance of the deposit will be communicated in a written rental confirmation. It is important that you already have a [lease contract](#) or at least a rental offer with all the minimum information about the flat. It is important to note that the [lease contract](#) must be signed by the landlord, but not by the tenant!

Important Jobcenter forms on the Internet:

<https://www.arbeitsagentur.de/content/14630613181...>

## Handover record

There is a handover record for the move-in and one for the move-out.

In the handover record for the move-in, the condition of the flat is recorded at the beginning of the tenancy. It is important to note any existing damage or wear and tear so that the tenant cannot be held liable for it later. The metre readings for electricity, water and heating are also read and logged.

When the tenant moves out, a handover record is made again and it is determined whether the tenant has caused damage to the flat. If there is damage caused by the tenant, this can be offset against the [damage deposit](#). If there are no damages, this will be recorded in the handover record and the tenant will be paid their [damage deposit](#).

## Register your residence

Anyone who moves into a flat in Germany must register in person within two weeks at the Registry Office of the [town hall of](#) the respective town.

A change of registration at the town hall within two weeks is also necessary in the case of a move.

A confirmation from the landlord must be presented with the registration.

It is important that the **bell** and **letterbox** are **labelled with the family name** after registration and occupation of the flat so that the mail can be delivered correctly.

What do you need to bring?

- Passport or identity card
- For children, child ID (birth certificate; for foreign birth certificates, please additionally translate into German or international birth certificate)

- Accommodation certificate from the landlord

What do you receive?

- Registration confirmation - Keep safe and hand in a copy at the Jobcenter if you get ALG 2!

## Living in your own flat

You will find all information for the correct disposal of **waste**, [here](#).

Find out how to **heat**, **ventilate** and **save energy** properly [here](#).

You can find out why **personal liability insurance** is so important [here](#).

Information on **radio**, **television** and **radio licence fees** can be found [here](#).

Information about **telephone** and **Internet** can be found [here](#).

## House rules

If several families or several persons live together in a house, you have to be considerate of the others. The landlord can also define house rules with the most important rules for the house. The most important contents are:

- Quiet times/noise
- Waste disposal
- Use of common areas
- Ventilation

## Electricity

The electricity costs are not covered by the Jobcenter and must therefore be paid from the standard benefit. Normally the new tenants are automatically registered by the landlord with the electricity supplier (usually Stadtwerke). However, you have a free choice of supplier and can usually change supplier after a notice period of two weeks.

An overview of suppliers and price comparisons is best found via the independent [Energy Consumer Portal](#).

Detailed information and helpful tips can be obtained from the Consumer Advice Centre. <https://www.verbraucherzentrale.de/fluechtlingshi...>

You can find information about energy saving [here](#).

## Get Help Here - Cancel your Flat

For all matters concerning your first flat, please contact the [accommodation guide](#) of the Dillingen District Office (Landratsamt).

The **Consumer Advice Centre** has compiled [information](#) on many topics relating to living in one's own flat. This information is also available in different languages.

The [deaconry's](#) **Refugee and Integration Counselling** is also available to answer any questions.

## Where can tenants get help?

It is not easy to understand German tenancy law. It can sometimes happen that tenants and landlords cannot agree on this on their own. If you want to **cancel** the flat or if someone has been given **notice** to leave, there are often many legal things to be clarified. Tenants can get advice and support at the following places:

- Tenants get help with legal problems with the **tenant associations**. Here you have to be a member of the tenant association for 2 years and pay membership fees. For example, members are advised and supported in legal disputes with landlords. The offices are in Augsburg, Günzburg and Nördlingen. Please register by telephone in advance! [Contact](#) the Augsburg Tenants' Association.
- [German Tenants' Association](#)
- <https://ratgeber.immowelt.de/a/wohnung-kuendigen-...>
- Tenancy **lawyers**:  
Legal advice and representation in court
- Important: Recipients of ALG2 can apply for a [consultation certificate](#) at the [Amtsgericht \(district court\) Dillingen](#), then they do not have to pay the lawyer themselves. Required for this:
  - The current assessment from the Jobcenter
  - Identity card
  - Documents concerning the problem (lease contract, termination, etc.)
  - The completed application for counselling assistance
- The **Diakonie housing emergency aid in the Dillingen district** offers single people and families in the district help with all questions that arise in relation to the loss of housing and homelessness. The aim of the advice is to preserve the home and prevent homelessness, as well as support on the way back to a regulated life. Help with the following problems:  
Impending homelessness (e.g. problems such as rent debts, disputes, dismissal, eviction)

Contact person (appointments by arrangement)

Christina David, educator (Univ.)

Diaconal work Neu-Ulm e.V.

Emergency housing assistance

Martin-Luther-Platz 1

89407 Dillingen

Tel .: [0174 5844024](tel:0174 5844024)

[c.david@diakonie-neu-ulm.de](mailto:c.david@diakonie-neu-ulm.de)

## Asylum procedure

### Process of the asylum procedure

On the website of the [Federal Office for Migration and Refugees](#), which is responsible for asylum procedures, you can find important [information](#) in various languages on how to conduct an asylum procedure in Germany. There is also a movie there.



The following persons are responsible for asylum processing at the District Office of Dillingen a.d.Donau:

Letters A - F: Wittmann-Hafi Melanie Tel.: [09071 51-384](tel:0907151384)  
Email: [Melanie.Wittmann-Hafi@landratsamt.dillingen.de](mailto:Melanie.Wittmann-Hafi@landratsamt.dillingen.de)

Letters G - M: Fiala Selina Tel.: [09071 51-386](tel:0907151386)  
Email: [Selina.Fiala@landratsamt.dillingen.de](mailto:Selina.Fiala@landratsamt.dillingen.de)

Letters N - Z: Weigl Marion Tel.: [09071 51-383](tel:0907151383)  
Email: [Marion.Weigl@landratsamt.dillingen.de](mailto:Marion.Weigl@landratsamt.dillingen.de)

## Residence status and legal consequences

Every foreigner has an "identity card". The identity card gives information about one's status and whether restrictions on gainful employment must be observed ([When can I work?](#)).

There are 5 different documents:

### 1. Proof of arrival

Status: Asylum requesters

Background: Issued to foreigners who have applied for asylum. Valid for the period between registration as an asylum requester and official application for asylum at the Federal Office for Migration and Refugees (BAMF).



### 2. Residence permit

Status: Asylum seekers

Background: Issued for the purpose of conducting an asylum procedure pending a decision by the Federal Office for Migration and Refugees (BAMF).

The identity card for asylum seekers contains requirements regarding employment, housing situation and initial movement restriction (residence obligation)

- If a work permit is required, it can be applied for at the »»Bureau for Foreigners (employer or employee)
- Responsible for placement in employment: »»[Employment Agency](#)



### 3. Probationary permit

Status: Recognised refugees

Background: Document for the transition from a positive decision on the asylum procedure to the granting of a residence permit.



### 4. Residence permit

Status: Recognised refugees

Background: positive asylum decision

The residence permit is a temporary residence permit. It is granted for the purposes specified in the Residence Act (e.g. stay for humanitarian reasons).

- Basis for permanent right of residence
- Opens the possibility of an unlimited right of residence (settlement permit) at a later date
- Unrestricted access to the labour market without a work permit
- Responsibility for placement in employment or financial services: »»[jobcenter](#)



### 5. Exceptional leave to remain

Status: Person with exceptional leave to remain

Background: Negative asylum decision

An exceptional leave to remain is a suspension of deportation and not a legal stay! It is granted when deportation is impossible for legal, factual, humanitarian or personal reasons.

- General tolerance regulation for certain groups by order of the supreme state authority for a maximum period of 3 months possible ("deportation stop")
- Work permit is generally required, application to the »»Bureau for Foreigners (employer or employee)
- Responsible for placement in employment: »»[Employment Agency](#)



### Identity card lost/stolen

If your identity card is lost, the identity card authority must be informed. For asylum seekers, this is the [Foreigners' Office](#). The police must be informed of the loss beforehand. There you will receive a notification of loss with which you can apply for a new identity card at the [Foreigners' Office](#).

Under the [following link](#) you will find an overview of the Federal Office for Migration and Refugees of the various legal statuses of refugees and the associated legal consequences, e.g. in the areas of labour market access, BAföG, social security, studies and internships.

## Health

### Emergency: Emergency numbers (physicians, police, fire brigade)

You can only go to the hospital without a treatment certificate in an **emergency**. An emergency is an acute health hazard if the physician is not open (asylum seekers and applicants must bring an identity card to prove that the costs will be billed through the Social Welfare Office).

You can reach the emergency call centre from all fixed and mobile networks using the emergency telephone number:

Police [110](#)

Fire brigade, rescue service, emergency physician [112](#)

**The emergency numbers of the mobile phones also work with a prepaid card that has not been refilled!**

Important information for a 112 emergency call:

**Who** is calling?

**Where** did it happen?

**What** happened?

**How many injured** or sick are there? Are they children or adults?

**What kind** of injuries or illnesses are there?

Stay calm. Speak slowly and clearly so that people understand you better. Do not end the conversation. The emergency call centre / the police will end the call when all important information has been transmitted.

## Physicians

### Checklist for asylum seekers for a GP appointment

#### Address and appointment:

Dr. med. Egbert Hollein Specialist in general medicine

Untere Vorstadt 9 89423 Gundelfingen an der Donau

!! PLEASE ALWAYS MAKE AN APPOINTMENT IN ADVANCE BY PHONE!!!

Tel: 09073 3660 daily from 9:00 am - 12:00 pm

Appointments currently only Mon + Thu afternoon subject to availability

### Emergency appointments (severe infections, severe pain) as required and by telephone registration

#### Notes on preparation:

- Confirm appointment: Confirm or cancel the appointment in good time if you are unable to attend.
- Punctuality: Arrive on time for your appointment to avoid long waiting times.
- Write down questions: Writing down any questions for the doctor in advance to ensure that all concerns can be discussed.
- Accompaniment: If necessary, bring a trusted person with you for support
- **Interpreters:** Volunteer interpreters can be requested by asylum seekers in urgent cases and at least one week in advance from Ms. Julia Mock, Team Asylum and Integration, Große Allee 49, 3rd floor. She is available mornings:
  - o Phone: 09071-51-4791
  - o Email: [julia.mock@landratsamt.dillingen.de](mailto:julia.mock@landratsamt.dillingen.de)

#### 1. original medical treatment certificate + identity documents

- o Important: It is essential to bring the original with you or have the asylum office send it to the practice in advance, as this is necessary for the billing of services.
- o Residence permit or proof of arrival
- o Passport or other valid identification document (if available)

#### 2. vaccination certificate (if available) + medical documents

- o In the event that vaccinations need to be checked or refreshed.
- o Previous medical reports or discharge reports from hospitals
- o Current medication: list of medication currently being taken or the packaging of the medication

3. health insurance card (if available)

o In some cases, asylum seekers have a health card, please bring this with you.

4. notes on symptoms and complaints o A list or notes describing the current symptoms and complaints in order to provide the doctor with accurate information.

5. contact information

o Address and telephone number, if these have changed since registration.

If you are entitled to benefits under the Asylum Seekers Benefits Act, you must first apply for a health certificate or a dental certificate (for dentist) before starting treatment. You will then have to give this to your physician or dentist. You can get more information [here](#).

If you have health insurance, you must present your health insurance card to your physician or dentist.

In principle, asylum seekers in Germany are entitled to basic medical care for acute illnesses and pain. They are also entitled to the officially recommended vaccinations ([vaccination calendar in German](#), [vaccination calendar in 20 languages](#)) and preventive medical check-ups. In addition, only those medical services are provided which are indispensable for "safeguarding health". See a physician if

- you are acutely ill or in pain.
- you are chronically ill (e.g. in diabetes, epilepsy, mental illness, etc.). If you still have any remaining medication or the package insert, bring it with you when you visit your physician.
- you are pregnant.

## General practitioners

In Germany, a general practitioner is initially responsible for all mental and physical illnesses. He takes over the basic care and is the first point of contact for all health complaints. He carries out an initial examination and decides on further treatment. At [www.kvb.de](http://www.kvb.de) on the left side you will find the physician search, with which you can quickly find the right physician by specifying the name or speciality and the postal code or town.

If further treatment by a specialist is necessary, the general practitioner will refer you there.

Outside the consultation hours of your family doctor's office, consultation hours are offered without registration in the [on-call practice at the Dillingen hospital](#):

Wednesday and Friday: 4:00 p.m. - 9:00 p.m.

Saturday, Sunday, holidays: 9:00 a.m. - 9:00 p.m.

Address:

General medical KVB on-call practice  
at the district clinic St. Elisabeth Dillingen  
Ziegelstraße 38  
89407 Dillingen an der Donau

[Route planner \(Google Maps\)](#)

## Emergency service

If the on-call practice is closed during the night, how is the patient treated on an outpatient basis?

For ambulant patients: The respective clinic, where a standby practice is located, takes over the service during the night.

If a home visit should be necessary for medical reasons, the resident physicians who are on duty during the night will take care of this. Home visits are arranged via the telephone number 116 117.

## Specialists

Specialists are specialized in a medical field and take over the further treatment after referral by the general practitioner. At [www.kvb.de](http://www.kvb.de) on the left side you will find the physician search, with which you can quickly find the right physician by specifying the name or speciality and the postal code or town.

If an operation is necessary, ask your physician for a cost estimate for the operation costs. This cost estimate must be approved by the Social Welfare Office **before** the planned operation, otherwise the costs will not be covered. The same applies to psychotherapeutic treatments. **If there is a risk of death, always make the emergency call immediately (Tel.: 112).**

## Dentists

If you have problems in the mouth and jaw area, consult a dentist. To find a dentist, [click here](#).

## Medications and chemist's shops

In Germany, apart from a few exceptions, you can only buy drugs in chemist's shops, not in other shops or in medical practices. Every chemist's shop is recognisable from the outside by the **red A**. If you need medication, your physician will issue a prescription. You can redeem this prescription in any chemist's shop for these drugs. Even with a prescription, not all drugs are free, but as an asylum seeker you will receive many medicines free of charge. If in doubt, check with your physician. Without a prescription, drugs in the chemist's shop are always subject to a charge. Some drugs, such as antibiotics, require a prescription, which means that they are not available without a prescription. At [www.aponet.de/service/apotheke-finden.html](http://www.aponet.de/service/apotheke-finden.html) you can quickly find a chemist's shop near you.

You will only get **prescription drugs** if a physician has issued a prescription. These can have different colours, e.g. pink. If you take a prescription to a chemist's shop, you will be given the drug prescribed by your physician. Prescription drugs are required for high blood pressure or diabetes and all antibiotics against bacterial infections. If a drug prescribed by a physician is not available in the chemist's shop, the chemist's can usually procure it for you within a few hours.

You can get **over-the-counter drugs** from a chemist's shop without a prescription, so you don't have to see a physician first. Over-the-counter drugs are, for example, drugs for colds and many drugs for pain.

## **breastcare app**

Breast cancer is the most common form of cancer worldwide. One in every eight women in Europe contracts breast cancer during the course of their lives. In Germany alone, around 70,000 women get breast cancer every year. The earlier the illness is detected, the higher the chance of recovery in most cases. Also, 25% of illnesses could be prevented through a healthy lifestyle. The breastcare app explains everything important concerning the topics of breast cancer, early detection and a healthy lifestyle in a science-based and easy-to-understand manner. The app is currently available in seven languages: Arabic, German, English, Farsi, French, Spanish and Turkish.

### **The breastcare app**

- reminds you to feel your own breasts with a calendar reminder
- explains how to feel by yourself with illustrated step-by-step instructions
- clarifies risk factors and symptoms and provides specific tips on a healthy lifestyle
- answers questions on early detection medical examinations in Germany
- links to numerous points of contact, such as breast centres, integration officers or support services to which women can refer in the event of questions
- tells the stories of women affected that provide encouragement

The app can be downloaded free of charge from the app stores of Apple and Google. The app can be used without the collection of personal data. It is free of advertising and set up for the long term. More information is available in seven languages at: [www.breastcare.app](http://www.breastcare.app)

## **Further information on health**

**Independent Patient Advice Service Germany (UPD)** <https://www.patientenberatung.de/de>

Advice in German: 0800 011 77 22 (free of charge from all networks)  
Monday to Friday from 8 a.m. to 8 p.m.  
Saturdays 08.00 a.m. to 4.00 p.m.

### **Medical advice support**

You will find pictures and texts to listen to giving medical advice support under "[Zanzu, my body in word and picture](#)".

Here you will find a lot of information about the topics: Body, family planning, relationship and feelings, sexuality, infections, rights and laws.

### **Visit to the physician**

Corresponding explanations of what to do when I get sick can be found [here](#).

### **Material on infectious diseases, how to deal with them and translations:**

You can find [here](#) and [here](#).

### **Counsellor**

The Federal Ministry of Health compiles general [information](#) on health care and practical advice on disease protection in several languages.

The same information can be found [here](#) in Arabic.

### **Other information**

In a [picture dictionary](#) of the chemist's shop in Umschau, all relevant body parts are translated to facilitate your visit to the physician and the associated explanation of your injuries.

Especially in children, head lice can often appear, you can find out how to deal with it properly in [Arabic](#) and [Farsi](#).

Child health information: <https://www.kindergesundheit-info.de/fuer-fachkra...>

### **Multilingual information platform**

The multilingual portal "[Migration and Health](#)" of the Federal Ministry of Health helps migrants to familiarise themselves with the health care system in Germany. In the portal, numerous information and material on the main topics of "health care", "health and prevention", "care" and "addiction and drugs" are made available in several language versions.

### **Multilingual information films**

The following [link](#) also provides seven multilingual information films (Arabic, German, English and Sorani (Kurdish)) on various health topics.

### **Female genital mutilation**

This is a crime and a grave human rights violation with grave physical and psychological consequences for the girls and women affected for life.

In Germany, performing female genital mutilation is a criminal offense that is punishable by up to 15 years imprisonment (criminal offense § 226a StGB):

It will also be punished if it is carried out abroad and the perpetrator is German, or the girl / woman on whom the female genital mutilation is carried out is German (or if she has her place of residence or her main place of residence in Germany).

It is also punishable if someone helps another person at home or abroad to perform female genital mutilation.

It is also punished if someone persuades another to do female genital mutilation.

It is also punished if parents fail to carry their daughters before female genital mutilation at home or abroad to protect.

The girl or woman who has been subjected to female genital mutilation was perpetrated, is not to blame and it is also not punishable.

People who perform female genital mutilation

Getting others to help them or not protecting their daughters from it can lose their residence permit and they can be refused entry to Germany.

[Letter of protection against female genital mutilation](#)



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## Information and advice about mental illnesses / trauma

### **Trauma**

The recognition of traumatisation is usually difficult, as in many cases the affected persons cannot talk openly about it and the symptoms often only appear later.

As a layman you should not assume the role of a trauma worker and leave this to the trained specialists. The best way to help in such situations is to organise help and counselling for the person concerned.

For general clarification, first consult your family doctor. In acute cases, call the [emergency services](#) at [112](#).

### **TAFF - Therapeutic Offers for Refugees**

TAFF has set itself the goal of improving the care of mentally ill refugees and asylum seekers in Central Swabia.

Dieter Kogge

FIT.B

Refugee integration and TAFF advice

Dieter Kogge

Integration manager FHM, practical theologian MA, coach DGFC

[01514 7051762](tel:015147051762)

[d.kogge@dillingen-evangelisch.de](mailto:d.kogge@dillingen-evangelisch.de)

Advice: Wednesday 10: 00h-16: 00h (location by arrangement)

### **Traumatised people**

[Stabilisation exercises](#) for traumatised people can be ordered in mp3 format at the production cost of EUR 14. - from the "Youth Welfare Network North-East" by mail in Arabic, Kurdish and Farsi at: [bestellung@netzwerk-nord-ost.de](mailto:bestellung@netzwerk-nord-ost.de).

### **Traumatic burden**

[Here](#) you can find out how best to deal with traumatising experiences and how to overcome a traumatic burden.

### **Attachment disorders**

Often, flight from the home country, stress and insecurity can lead to attachment insecurity among refugee children. An article on this topic can be found [here](#).

### **Advice concerning mental illnesses**

"[SeeleFon](#)" is a telephone contact point for people who have experienced mental suffering as a result of fleeing their homeland.

The victims and their relatives have the opportunity to use the [counselling telephone](#) to seek support in Arabic, French and English.

## Interpreter costs for physician visits

In some cases, the costs of interpreting during a visit to the physician are covered by the district office:

Interpreter costs will be covered:

- in the case of a psychosomatic disorder leading to treatment. Here an interpreter may be necessary for the medical history and therapy.
- in an operation that involves an intervention in the physical integrity of the patient. Here the surgeon must fulfil his duty to inform the patient. It must be clear that the patient has understood the contents of the operation with its consequences and risks.

Interpreter costs are not covered:

- in the outpatient first contact, both with the family doctor and with the specialists. Regular examinations also do not require an interpreter.

**Note: It may also be sufficient if someone from the circle of friends or family, helpers or other third parties cover the communication gap. It does not have to be a recognised language mediator. In the event that an interpreter is necessary, this must always be agreed in advance with the administrators of the District Office of Dillingen - Asylum Team and applied for in writing (with appropriate certificates). Only after the positive decision can a language mediator be called in.**

You can contact interpreters [here](#).

## Addictive substances

### Offers and information on addiction and prevention

In the district of Dillingen, Caritas maintains an **outpatient addiction clinic** Tel. [09071 71136](tel:0907171136) [Email](#)

#### Brochures

Information on alcohol and other drugs - advice and help from DHS (German Central Office for Addiction Issues) as a brochure for download in various languages can be found [here](#).

Further brochures on the subjects such as overdoses, alcohol in schools, self-injuries and eating disorders of the Nuremberg Youth Welfare Office can be downloaded in several languages (German, English, Arabic, Farsi) [here](#).

#### Explanation videos - Alcohol, cannabis and drugs

With the questions "Why can alcohol become dangerous for me?", "Why can cannabis become dangerous for me?" and "Why can drugs become dangerous for me?" the videos of the HLS (Hessian State Office for Addiction Issues) are available for download in 5 languages (German, English, Arabic, dari, tigrinya) under the following [link](#).

On YouTube, the videos on [alcohol](#), [cannabis](#) and [drugs](#) are also available in all languages.

## **Multilingual app - "Guidance"**

For people who want to find out how to handle various substances or seek advice because they are uncertain about their consumption, for example, the Emergency Service for Addicts in Berlin has developed the free "Guidance" app for migrants.

The app gives information about:

- Effects,
- Risks,
- Addictive potential of alcohol, drugs and other legal and illegal drugs, as well as
- The legal situation in Germany.

The "Guidance" app is available in Arabic, German, English, Farsi and French and is available free of charge from the App Store and Google Play.

More about the app and the download links can be found [here](#).

## **Vaccination offer for measles, mumps, rubella and tetanus, diphtheria, pertussis and poliomyelitis by the Dillingen Health Department**

### **Who is vaccinated against measles?**

All persons who require a measles vaccination certificate for care or work in a communal facility (daycare centre, kindergarten, school) or a communal accommodation facility (refugees and asylum seekers) in accordance with the Measles Protection Act (Infection Protection Act § 20) and who do not have the possibility of care by a family doctor or paediatrician.

Lack of measles vaccination protection for admission to the daycare centre or school

Lack of measles vaccination protection at the school entrance examination

Persons who have been reported to the public health department in accordance with the Measles Protection Act because no proof of vaccination is available.

### **What does measles immunisation protection mean?**

Sufficient measles immunisation protection exists if two vaccinations against measles have been carried out from the age of 24 months. An antibody check with a blood test after the first MMR vaccination is generally possible, but is not recommended by the STIKO and must always be financed privately. The public health department does not carry out such titre determinations.

If measles immunity is unknown (even if the number of vaccinations is unknown), the MMR vaccination is preferable to laboratory diagnostics for measles IgG (antibody determination). There is no increased risk of side effects.

<https://www.rki.de/DE/Content/Infekt/NRZ/MMR/fag/...>

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## **Vaccination appointments; appointment allocation and information**

### **When vaccinations are given**

Every Tuesday from 09:00 to 11:00

For all persons under 5 years of age

Once a month by a paediatrician  
usually on a Monday from 13:30

How can you register?

E-mail [gesundheit@landratsamt.dillingen.de](mailto:gesundheit@landratsamt.dillingen.de)

by telephone 09071 51448453

In writing by post

The agreed appointments are confirmed in writing by post. An information sheet is enclosed with the letter. Please always provide us with your postal address, mobile phone number and email address when you register.

A verbal medical consultation will also take place at the vaccination appointment. There is usually a Russian-speaking specialist on site. Asylum seekers should bring a language mediator with them if necessary.

### **Please bring along to the vaccination appointment:**

Insurance card and consent for billing with the health insurance company

ID card

Information sheet with written consent for vaccination

Vaccination booklet if available

### **Where will I be vaccinated?**

Dillingen District Office / Health Department

Große Allee 24 in the extension building room U10 (laboratory)

89407 Dillingen

## **Offer of counseling for people with (impending) disabilities: Supplementary Independent Participation Counseling (EUTB)**

### **Brief introduction of the contact point:**

The EUTB is committed to strengthening the self-determination of people with disabilities and people at risk of disability. Their relatives can also seek counselling.

### **What is the task of the contact point?**

Counselling at the EUTB is geared towards the individual needs and resources of each person. The EUTB counsellors focus on the concerns of those affected. The counselling follows the uniform guiding principle of all services and is accessible to all people, taking into account the rules on accessibility. Counselling is always free of charge.

### **How do appointments take place?**

Appointments can be made online or by contacting us by phone or e-mail.

<https://www.teilhabeberatung.de/beratung/beratung...b>

### **Contact**

#### **Counselling centres:**

EUTB Pro Retina - Landkreis Dillingen

Lammstraße 6

89407 Dillingen an der Donau

Telefon: [09071 729 3368](tel:090717293368)

E-Mail: [dillingen.eutb@pro-retina.de](mailto:dillingen.eutb@pro-retina.de)

Webseite: <http://www.pro-retina.de/eutb>

Counselling focus: Mental impairments, autism spectrum disorders, integration and youth welfare, long-term care insurance, severely disabled person's pass, participation in employment, counselling focus: Mental impairments, autism spectrum disorders, integration and youth welfare, long-term care insurance, severely disabled person's pass, participation in employment, autoinflammatory diseases

EUTB Donau-Ries

Zirgesheimer Straße 13

86609 Donauwörth

Telefon: [0906 70010150](tel:090670010150)

E-Mail: [eutb@sanktjohannes.com](mailto:eutb@sanktjohannes.com)

Webseite: <http://www.sanktjohannes.com>

EUTB Pro Retina - Landkreis Günzburg

Willroidergasse 3

89312 Günzburg

Telefon: [08221 916 8958](tel:082219168958)

E-Mail: [guenzburg.eutb@pro-retina.de](mailto:guenzburg.eutb@pro-retina.de)

Webseite: <http://www.pro-retina.de/eutb>

Counselling focus: Mental impairments, autism spectrum disorders, integration and youth welfare, long-term care insurance, severely disabled pass, participation in work, autoinflammatory diseases

EUTB Pro Retina - Landkreis Heidenheim

Bergstraße 8

89518 Heidenheim

Telefon: [07321 3153434](tel:073213153434)

E-Mail: [heidenheim.eutb@pro-retina.de](mailto:heidenheim.eutb@pro-retina.de)

Webseite: <http://www.pro-retina.de/eutb>

Counselling focus: Mental impairments, autism spectrum disorders, integration and youth assistance, long-term care insurance, severely disabled pass, participation in work.

Flyer:

<https://www.teilhabeberatung.de/sites/default/fil...>

## Points of contact

### Guidance

#### Refugee and Integration Counselling

## BERATUNG FÜR FLÜCHTLINGE UND MIGRANTEN IM LANDKREIS DILLINGEN AN DER DONAU

|              | <b>Flüchtlings- und Integrationsberatung und Migrationsberatung (MBE)</b><br><b>Diakonisches Werk Neu-Ulm e. V.</b><br><i>Sonja Peterle</i><br><i>B.A. Sozialwissenschaften</i><br>Termine nach Vereinbarung<br>Tel.: 01 76 / 45 55 15 23<br>E-Mail: s.peterle@diakonie-neu-ulm.de<br><i>Ella Gillert</i><br><i>Beraterin Integrationsberatung</i><br>Termine nach Vereinbarung<br>Tel.: 0 90 71 / 72 64 00, E-Mail: migration-dillingen@diakonie-neu-ulm.de | <b>Flüchtlings- und Integrationsberatung</b><br><b>Landratsamt Dillingen</b><br><i>Anastasia Oborowski</i><br><i>B.A. Erziehungswissenschaft (univ), Traumapädagogin</i><br>Termine nach Vereinbarung<br>Tel.: 0 90 71 / 51 47 84<br>Messenger: SIGNAL<br>E-Mail: anastasia.oborowski@landratsamt.dillingen.de | <b>FIT.B Flüchtlings-, Integrations- und Therapeutische Beratung</b><br><b>Evang. Luth. Kirchengemeinde Dillingen</b><br><i>Dieter Kogge</i><br><i>Integrationsmanager, Praktischer Theologe MA, Coach DGfC</i><br>Termine nach Vereinbarung<br>Tel.: 01 51 47 05 17 62<br>Messenger: SIGNAL 01 51 47 05 17 62<br>E-Mail: dieter.kogge@elkb.de |
|--------------|--|--|--|
| Aislingen    | Alle   |  |  |
| Bachhagel    |  | Nur Russisch Sprechende  | Alle Anderen   |
| Bächingen    |  | Nur Russisch Sprechende  | Alle Anderen   |
| Binswangen   | Alle   |  |  |
| Bissingen    |  | Alle   |  |
| Blindheim    |  | Alle   |  |
| Buttenwiesen | Alle   |  |  |
| Dillingen    | Nur Privatwohnende<br>Auch Russisch Sprechende   | Nur Russisch Sprechende<br>in den Unterkünften   | Alle anderen Bewohner<br>in Unterkünften   |
| Finningen    |  | Alle   |  |
| Glött        | Alle   |  |  |
| Gundelfingen |  | Nur Russisch Sprechende  | Alle Anderen   |
| Haunsheim    | Alle   |  |  |
| Höchstädt    |  | Alle   |  |
| Holzheim     | Alle   |  |  |
| Laugna       | Alle   |  |  |
| Lauingen     | Alle   |  |  |
| Lutzingen    |  | Alle   |  |
| Medlingen    |  | Nur Russisch Sprechende  | Alle Anderen   |
| Mödingen     |  | Nur Russisch Sprechende  | Alle Anderen   |
| Schwenningen |  | Alle   |  |
| Syrgenstein  |  | Nur Russisch Sprechende  | Alle Anderen   |
| Villenbach   | Alle   |  |  |
| Wertingen    | Alle   |  |  |
| Wittislingen | Alle   |  |  |
| Ziertheim    |  | Nur Russisch Sprechende  | Alle Anderen   |
| Zöschingen   |  | Nur Russisch Sprechende  | Alle Anderen   |
| Zusammatheim | Alle   |  |  |

Die den Gemeinden zugehörigen Ortschaften sind gelistet unter: <https://www.landkreis-dillingen.de/Gemeindestruktur.n78.html>

### Migration advice / integration advice for Germans with a migration background

Migration advice (MBE) takes place in central advice offices. Further information on which of the employees is responsible can be found below.

The advice is aimed at all migrants in the first three years after entering the Federal Republic of Germany and at migrants who have been living here for a long time on questions of integration, for example questions about German courses.

The advisory service is funded by the Federal Office for Migration and Refugees (BAMF).

We support you with all questions of daily life

- Legal questions about residence
- Acquiring and improving knowledge of the German language (for example, by participating in the integration course)
- Authority matters

- School and education
- Recognition of certificates and professional qualifications
- Job search support
- Questions about the economic situation (information about state aid, debt settlement, contracts)
- Health (e.g. health insurance, medical care)
- Referral to special counseling centers (pregnancy, addiction, parenting, family counseling, etc.)

Please note that we participate in meetings, training courses and network meetings on a regular basis. To see whether a consultation hour is taking place or not, please use the [online appointment calendar](#) for the district of Dillingen.

You can access the deaconry website [here](#).

[Flyer joint refugee and integration advice LKR DLG Febr. 2023.pdf](#)

### **Refugee and integration counseling (people with permission, tolerance or recognition)**

The refugee and integration counseling (FIB) with a focus on refugee counseling is aimed at the following people:

- with permission
- with tolerance
- with appreciation
- with immigration history
- EU citizens entitled to free movement
- Quota refugees
- Volunteers

Counseling takes place in asylum shelters as well as in central counseling offices.

The counseling service is funded by the Bavarian State Ministry, the Evang.-Luth. Regional Church of Bavaria and from municipal funds and private donations.

Our tasks are:

- Advice on the asylum procedure
- Advice on everyday problems
- Explanation of official mail and support in answering them
- Support in filling out applications
- Mediation in German courses
- Job search support
- Referral to institutions and authorities such as the Central Return Counseling Service (ZRB), the Treatment Center for Victims of Torture (BFU), lawyers or doctors



- Advice to volunteers who are interested in asylum

Please note that we regularly take part in meetings, training courses and network meetings.

[Flyer joint refugee and integration advice LKR DLG Febr. 2023.pdf](#)

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FIT.B

Refugee integration and TAFF advice

Dieter Kogge

Integration Manager FHM, Practical Theologian MA, Coach DGFC

📍 Max-Planck-Str. 1  
89407 Dillingen

☎ [015147051762](tel:015147051762)

@E-Mail: [dieter.kogge@elkb.de](mailto:dieter.kogge@elkb.de)

Postal address:

Evang-Luth. Parish of Dillingen

FIT.B

Dieter Kogge

Martin-Luther-Platz 3

89407 Dillingen

Further dates and locations on request. Advice also by phone, email or messenger signal. In terms of hygiene regulations, face-to-face advice is only possible by appointment.

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The above-mentioned groups of people who live in private apartments in Dillingen are looked after by the Diakonie Neu-Ulm.

Post Office:

Diakonisches Werk Neu-Ulm e.V.

📍 Martin-Luther-Platz 1  
89407 Dillingen a. d. Danube

To see whether there is a consultation hour or not, please use the [online appointment calendar](#) for the Dillingen district.

Please make an appointment!

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The above-mentioned groups of people who live in accommodations in the southern district are looked after by the Diakonie Neu-Ulm.

Locations: Aislingen, Binswangen, Buttenwiesen and Lauterbach, Holzheim and Weisingen, Lauingen, Wertingen, Zusamaltheim

and

People in private apartments in Dillingen and Höchstädt.

Refugee and integration advice from Diakonie Neu- Ulm:

Ms. Sonja Peterle, B.A. Social sciences

Office address:

Diakonisches Werk Neu Ulm e.V,

GU for asylum seekers, Wertinger Str. 1, 86637 Zusamaltheim

☎Tel.: [082726090089](tel:082726090089)

Fax: 082726090091

☎Mobile: [017645551523](tel:017645551523)

@Email: [s.peterle@diakonie-neu-ulm.de](mailto:s.peterle@diakonie-neu-ulm.de)

Please make an appointment!

You can access the deaconry website [here](#).

To see whether or not there is an office hour, please use the [online appointment](#) calendar for the Dillingen district.

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Refugee and integration advice from the Dillingen a.d.Donau district office

**Anastasia Oborovsky**

B.A. educational science (univ),

Trauma educator

Appointments by arrangement

☎Tel.: [09071 51-4784](tel:09071514784)

Messenger: SIGNAL 01 52 02 75 98 41

@Email: [anastasia.oborowski@landratsamt.dillingen.de](mailto:anastasia.oborowski@landratsamt.dillingen.de)

### **TAFF (therapeutic offers for refugees)**

FIT.B

Refugee integration and TAFF advice

Dieter Kogge

Integration manager FHM, practical theologian MA, coach DGFC

Max-Planck-Str. 1

89407 Dillingen

Telephone [01514 70 51 762](tel:015147051762)

[dieter.kogge@elkb.de](mailto:dieter.kogge@elkb.de)

[www.dillingen-evangelisch.de](http://www.dillingen-evangelisch.de)

Postal address:

Evang-Luth. Parish of Dillingen

FIT.B

Dieter Kogge

Martin-Luther-Platz 3  
89407 Dillingen

I am responsible for TAFF advice for the entire district of Dillingen:

Wednesday 11 a.m. - 5 p.m. (place and time by arrangement)

Thursday 9 a.m. - 1 p.m. (Dillingen, parish hall, Martin-Luther- Platz 1)

[TAFF flyer Dieter Kogge with Russian supplement.pdf](#)

## Youth Migration Service

The Youth Migration Service (JMD) supports all immigrant young people between the ages of 12 - 27 in their individual, educational, professional and social integration process in Germany.

The JMD supports all things in everyday life:

- Questions about general orientation
- Facilitation in language courses
- School, career, training and studies
- Recognition of school and university qualifications, as well as professional qualifications
- Personal questions
- Residence
- Financial and legal matters
- Information on leisure activities
- Referral to specialist offices
- Administrative affairs

The JMD advises free of charge and is subject to confidentiality!

📍 St. Ulrichsplatz 3

89407 Dillingen

Contact:

[@yuliia.rettinger@ib.de](mailto:@yuliia.rettinger@ib.de)

☎ [073114006770](tel:073114006770)

## Support networks

### General information

In all places where asylum seekers live, it has been possible to set up a network of supporters with voluntary helpers. Many volunteers are currently involved and offer asylum seekers various forms of support and assistance. The following structure has proved its worth:

There are (as needed) the following teams:

- Everyday accompaniment/physician visits
- Engagement/ (community) work
- Bicycles
- Free time
- Health
- Child/youth/and family accompaniment
- Clothes/needs
- Public relations
- Language instruction/applied geography
- Stand-by worker/short-term support

Each support network also has a coordinator and main contact person. The offers of the individual support networks and the contact data of the respective contact person can be found in the following subitems.

### **Support group "Asyl/Migration Dillingen a.d.D." e.V.**

We help all refugees who live in the city of Dillingen and its urban districts. Our team works on an voluntary basis. That means it does not receive any money for its work.

With us you can:

- If necessary, we can organize companions when registering with authorities and opening accounts with banks.
- receive recommendations for all questions related to your stay in Germany.
- Receive assistance in finding tutors.
- take part in German lessons, which are organized by volunteers,
- receive information for the procurement of bicycles or objects of everyday life.
- apply for support and/or interest-free loans from our donation account. Loan means that you will have to pay back the money at some point.
- participate in our events. We have the following offers:
  - the [Roundtable Discussion](#),
  - [Intercultural Food](#), where you can meet Germans and other refugees,
  - you will find the current dates in the calendar on our website.

If you have any questions or concerns, please feel free to write an email to our coordinator Georg Schenk ([koordinator@asyl.dillingen.de](mailto:koordinator@asyl.dillingen.de)). Or visit our [website](#). There you will find more information.

### **Lauingen asylum support network**

Information about the Lauingen asylum support network can be found on the website [www.asyl-lauingen.de](http://www.asyl-lauingen.de)

### **Gundelfingen a.d.Donau asylum support network**

Gundelfingen a.d.Donau asylum support network

Contact with Email [haende.reichen@gmx.de](mailto:haende.reichen@gmx.de)

[Website](#)

## Haunsheim asylum

Contact person: Ms. Hofweber

Contact: [Integration guide Alexandra Bronnhuber](#)

Support with:

- Forms
- Visits to authorities
- Physician appointments
- School and kindergarten registration

## Wertingen asylum support network

The volunteer "Asylum Wertingen Helpers' Group" tries to support migrants, late resettlers, asylum seekers and refugees in the area of the Wertingen administrative community and to help them with their integration.

Accommodation can be in the following accommodations:

- a community accommodation (GU) of the government of Swabia in Wertingen

Accommodation manager: Mr. Reiner Ritter

two transitional dormitories (ÜWH) of the Swabian government in Wertingen

Accommodation manager: Mr. Reiner Ritter

a community accommodation (GU) of the government of Swabia in Zusamaltheim

Accommodation manager: Mrs. Sabine Heidbüchel

a transitional hostel (ÜWH) of the government of Swabia in Binswangen

Accommodation manager: Mrs. Sabine Heidbüchel

decentralized accommodation in the district of Dillingen in Wertingen and Zusamaltheim

District manager: Mr. Harald Edel

privately rented apartments

On Thursdays from 5:00 p.m. to 6:30 p.m., the group of helpers offers German lessons by volunteers in the family office at Josef-Frank-Str. 3, 86637 Wertingen.

The Asylum Wertingen Helpers' Circle is always looking for more volunteers who are willing to stay in contact with refugees for 1-2 hours a week and take part in an exchange meeting of the helpers once a month or get involved in one of the work areas.

The exchange meeting usually takes place on the 2nd Thursday of the month from 6.30 p.m. in the family office, Josef-Frank-Str. 3, 86637 Wertingen.

There are enough tasks, for example:

Encourage you to learn German

Help and support in administrative matters

Help with doctor and clinic visits

Taking over journeys if these are not possible or only possible with great difficulty using public transport

Help with school problems

If you would like to get involved, please get in touch

Contact person of the helpers' group Asylum Wertingen

Wolfgang Plarre

Dillinger Strasse 41, 86637 Wertingen

Tel. 08272 98974

Email: wplarre@bndlg.de

If you have any questions or problems, you can contact the Diakonie employee:

Responsible for Zusamaltheim and Villenbach:

Ms Sonja Peterle

BA Social Sciences Coordinator for refugee and integration advice

Tel 0176 4555 1523

Email: s.peterle@diakonie-neu-ulm.de

Responsible for Wertingen and Binswangen:

Mohamed Ashraf Alrahal

B. A. Sozialwissenschaften mit Schwerpunkt interkulturelle Beziehungen

Mobil 0174 6332175

E-Mail m.alrahal@diakonie-neu-ulm.de

Adresse Diakonisches Werk Neu-Ulm e.V.

An der Kohlplatte 4

89420 Höchstädt an der Donau

Counseling locations:

Shared accommodation for asylum seekers, Augsburg Str. 29, 86637 Wertingen

or

Shared accommodation for asylum seekers, Wertinger Str. 1, 86637 Zusamaltheim

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## [250314-PLAKAT-Deutsch-Unterricht-Einladung DIN A3...](#)

The donation account of the “Asylum Wertingen Helpers’ Circle”

It is managed by the city of Wertingen, which can also issue donation receipts:

Bank details for the city of Wertingen: DE48 7225 1520 0000 8026 03, BYLADEM1DLG

or: DE46 7206 2152 0009 MT.GENOD1,6082

Purpose: “Asylum Wertingen Helpers’ Group”

### **Support network Finningen-Mörslingen**

Support network Finningen-Mörslingen

Contact via [integration guide Alexandra Bronnhuber](#)

Current support:

- German courses/coaching
- Contact with authorities

### **Asylum support network Wittislingen**

[www.netzwerk-wittislingen.de](http://www.netzwerk-wittislingen.de) - Contact form in the "About us" section

Every Wednesday evening from 6 p.m. to 10 p.m. assistance with forms, letters, etc. in the asylum accommodation Bayerischer Hof, Ziertheimer Straße 31, 89426 Wittislingen.

### **Further support networks**

in many other communities there are support networks, among others in Aislingen, Bächingen, Bissingen, Buttenwiesen, Höchstädt, Syrgenstein. Contact your local [town hall](#) for more information.

## **Full-time integration guide**

### **Responsibility**

- **Integration facilitators** (volunteers in the field of asylum, whether organised or "lone fighters")
- **Regional private actors** (citizens, initiatives, associations, authorities)
- **Regional civil society actors** (federations, associations, foundations, networks, informal circles, social relations and movements, non-governmental organisations (NGOs))

### **Tasks according to framework curriculum**

- Central contact person

- Information, coordination, networking, practical support
- Creating transparency about local actors and support offers
- Organisation and implementation of the qualification process
- Recruitment and efficient placement of integration supporters
- Implementation of a professional volunteer management system

## Further tasks

- Evaluation of the current situation
- Measures for improved communication with integration assistants
- Promoting integration
- Motivation and recognition for integration facilitators
- Public relations measures
- Statistics on measures
- Cooperation with the [Refugee and Integration Counselling](#)

### Contact:

Bronnhuber Alexandra

Phone: [09071 51-4783](tel:09071514783)

Fax: 09071 5133-553

Email: [alexandra.bronnhuber@landratsamt.dillingen.de](mailto:alexandra.bronnhuber@landratsamt.dillingen.de)

Room: C203 (Große Allee 49)



Ehrenamt trifft Menschen und Kulturen  
Integrationslotsin-  
Landkreis Dillingen a.d. Donau

## Referral to voluntary support networks

Do you need voluntary help in your place of residence? Here you will find the [contact persons](#) and contact data from the support networks.

If no contact person is named, the integration guide can try to establish contact with a voluntary helper. Please state your name/address/mobile number/problem.

Not every refugee can get a voluntary helper because there are not enough volunteers in every place and in total. In this case, your first contact for problems is the FIB of the [Neu-Ulm deaconry](#).



Gefördert durch  
Bayerisches Staatsministerium des  
Innern, für Sport und Integration

## Integration advisory board

Foreigner and integration advisory boards have existed in Bavaria for some time in practically all larger cities. At the district level, they are currently only sporadic (e.g. in the districts of Lindau, Aschaffenburg and Starnberg). On the initiative of the committee of the asylum support groups



in the district, the district council decided in its meeting on March 29, 2019, that an Integration Advisory Board will also be founded in the district of Dillingen a.d. Donau. The Integration Advisory Board aims to focus on the integration of immigrants, recognised asylum seekers and refugees as a task for society as a whole. For while appropriate framework conditions and institutions exist for integration into the world of work and school structures, there are only rudimentary coordination measures for the admission process of the aforementioned groups of people into civil society. In order to close this gap, the Integration Advisory Board should primarily contribute to improving the social participation and equal opportunities of migrants and promote intercultural dialogue. In addition, the Integration Advisory Board is to represent the interests of the district citizens with a migration background. The first constituent meeting of the Integration Advisory Board took place on October 30, 2019.

According to the resolution of the district council, the following key points apply to the Integration Advisory Board:

**Duties:** The Integration Advisory Board advises the district committees and the district administration by means of suggestions, enquiries, recommendations and statements on issues which particularly concern people with a migration background and which belong to the district's own sphere of activity. To ensure that such concerns are taken into account, the district administration has to inform the Integration Advisory Board, which can also bring its migration-specific concerns to the district administration on its own initiative.

**Composition:** Six advisory members from the middle of the district council and up to 16 further advisory members. These are appointed by the district administrator for a period of five years and come from the active asylum support groups, the circle of residents with a migration background and the associations, federations, public authorities and organisations concerned with integration. Further permanent advisory board members are the management of the Jobcenter Dillingen and the integration guide of the district or another representative of the District Office (Landratsamt).

**Management:** Mrs Julia Pollithy will take over the management of the Integration Advisory Board and support it with the completion of the current business.

**Chair of the Board:** Will be determined from the circle of members for five years and can be recalled for important reason with 2/3 majority.

**Budget:** In order to carry out its tasks, the Integration Advisory Board shall be provided with budget funds within the framework of the budget estimates.

**Contact details for the Integration Advisory Board:** The Integration Advisory Board is available for questions and can arrange contact with the members:

Mrs Julia Pollithy  
District Office (Landratsamt) Dillingen  
Große Allee 49  
89407 Dillingen  
Phone [09071 51-4792](tel:09071514792)  
Email [julia.pollithy@landratsamt.dillingen.de](mailto:julia.pollithy@landratsamt.dillingen.de)

[Members of the integration advisory board](#)

[Statutes for the Integration Advisory Board in the District of Dillingen a.d. Donau](#)

**Foreigner affairs / integration commissioner**

#### Tasks of the Foreigners' Office (Ausländeramt):

- Granting, issuing and extending residence permits (Aufenthaltstitel) for the various purposes of residence (e.g. family reunification, gainful employment, German intensive course, studies), residence certificates (Aufenthaltsbescheinigung), residence titles for specific purposes (Aufenthaltsgestattung), residence permits (Aufenthaltserlaubnis) for recognised asylum seekers, certificates of registration as asylum seekers (BüMA) and exceptional leaves to remain (Duldung)
- Issue of employment/training permits for asylum seekers / persons with exceptional leave to remain (Geduldete). Applications can be obtained from the Bureau for Foreigners (Ausländerbehörde)
- Issue of travel documents, passport replacement papers, visas, home travel documents
- Advice and information on various entry requirements, integration courses, naturalisations
- Processing the residence requirement
- Organisation of residence terminations

Head of immigration office:

📍 Dillingen a.d. Donau District Office (Landratsamt)

Große Allee 24, 89407 Dillingen a.d. Donau

[ 🧑 Mr Bernd Hirner

☎ Tel: [09071 51-108](tel:0907151108)

The contact persons of the Foreigners' Office (Ausländeramt) can be found on the [website of the District Office \(Landratsamt\)](#).

#### **Central Fee Settlement Office for Asylum Seekers and Emigrants (zGAST; Zentrale Gebührenabrechnungsstelle für Asylbewerber und Aussiedler)**

The Central Fee Settlement Office for Asylum Seekers and Emigrants (zGAST) is a branch of the government of Lower Franconia, organisationally assigned to Department 14 - Refugee Care and Integration. The zGAST is responsible for charging costs when using state accommodation. In this respect, immigrants who have a right of residence and live in state accommodation are liable to pay the costs. In addition, asylum seekers who have access to state accommodation and have income or assets are also eligible for reimbursement. These tasks have been carried out by the government of Lower Franconia since January 1, 2015, under Bavaria-wide jurisdiction.

Toll-free information hotline under the telephone number: [0800 5099888](tel:08005099888)

Monday to Thursday 9:00 a.m. to 3:00 p.m.

Friday 9:00 a.m. to 1:00 p.m.

Email contact for residents and former residents of the decentralised accommodations of the District of Dillingen:

[ZGASTKVB-Schwaben@reg-ufr.bayern.de](mailto:ZGASTKVB-Schwaben@reg-ufr.bayern.de)

Email contact for residents and former residents of state shared accommodation

[89407 Dillingen a.d. Donau, Max-Planck-Straße 1](#)

[89415 Lauingen, Herzog-Georg-Straße 12](#)

[86637 Wertingen, Augsburgs Straße 29](#)

[86637 Zusamaltheim, Wertinger Straße 1](#)

[ZGAST-Schwaben@reg-ufr.bayern.de](mailto:ZGAST-Schwaben@reg-ufr.bayern.de)

Website of zGASt

## Central Bureau for Foreigners Swabia

### Central Bureau for Foreigners Swabia

Head of Department: Thomas Weber, telephone: [0821 327-4698](tel:0821 327-4698)

Deputy: Dr. Ulrich Beckmann, telephone: [0821 327-4698](tel:0821 327-4698)

- Determination of identity and nationality of foreigners in the First Reception Facility (EAE) Donauwörth and its branches as well as in the state communal accommodations
- Support of these foreigners in terms of foreigner law
- Return counselling and return assistance
- Enforcement of residence terminations (deportation, voluntary return and return under Dublin III Regulation)
- Further tasks according to § 3 ZustVAuslR

## Return

We stand for a return in dignity and advise open-ended. The counselling interview can be conducted by the counsellors in German, English, Russian, French and Arabic. For other languages, an interpreter can be called in for a consultation. Further information can be found [here](#).

[20220719 To Do bei Ausreise und Rückkehr.pdf](#)

## Social benefits under the Asylum Seekers Benefits Act

**Beneficiaries are foreigners who actually reside in the territory of the Federal Republic of Germany and who**

- possess a residence title for specific purposes (Aufenthaltsgestattung) in accordance with the Asylum Act (asylum seeker),
- want to enter via an airport and are not or not yet permitted to do so (asylum seekers in the airport procedure),
- possess a residence permit (Aufenthaltserlaubnis) because of the war in their home country according to § 23 paragraph 1 or § 24 of the Aufenthaltsgesetz (Residence Act),
- possess a residence permit (Aufenthaltserlaubnis) according to § 25 paragraph 4 sentence 1 of the Aufenthaltsgesetz (Residence Act),
- possess a residence permit (Aufenthaltserlaubnis) according to § 25 paragraph 5 of the Aufenthaltsgesetz (Residence Act), provided that the decision to suspend their deportation was not made 18 months ago,
- possess an exceptional leave to remain (Duldung) according to § 60a of the Aufenthaltsgesetz (Residence Act),
- are obliged to leave the country in an enforceable manner, even if a threat of deportation is not yet enforceable or is no longer enforceable (rejected asylum seekers),
- have made an application for asylum but do not meet the aforementioned conditions,
- are spouses, life partners or minor children of the aforementioned persons,

- submit a subsequent application under § 71 of the Asylum Act or a confirmatory application under § 71a of the Asylum Act.

#### Duties:

- **Administration and payment of asylum seekers' benefits.** Monthly cash benefits are usually paid on the last Thursday of the previous month for the following month (e.g. payment on 30/01 = benefits for February)
- Ensuring the provision of **medical care** (e.g. issuing the certificate of treatment, declaration of assumption of costs for inpatient services).  
Please note the following for the medical treatment certificate and the dental treatment certificate:
  - > Health certificates or dental certificates are always valid on a quarterly basis, so there is one health certificate each for the
    - >> 1st Quarter (January - March)
    - >> 2nd Quarter (April - June)
    - >> 3rd Quarter (July - September)
    - >> 4th Quarter (October - December)
  - > The health certificate must be handed in to the first physician you visit in a quarter. If you visit another physician in a quarter, you must pick up a referral from the first physician and hand it over to the other physician
- Administration of the **decentralised asylum accommodations** of the district

Contact person:

Dillingen a.d. Donau District Office (Landratsamt)

Große Allee 49, 2nd floor, 89407 Dillingen a.d. Donau

Tel: [09071 51-4795](tel:09071514795)

The contact persons can be found on the [website of the District Office \(Landratsamt\)](#).

#### Other Contact Points

**You can find further contact points for the area of education and employment under Education and Employment**

LGBTIQ or LGBT

This is the abbreviation for lesbian, gay, bisexual, transgender, transsexual, intersexual, queer.

Lesbians are women who love women. Gays are men who love men. Bisexuals fall in love with both sexes. Transgender are women who were born in a man's body or men who were born in a woman's body. Transsexuals also feel that they were born in the wrong body and change their bodies with the help of hormones and surgery. Intersex people have male and female genitals. Queer stands for all people who deviate from traditional gender roles and partner models.

<https://handbookgermany.de/de/rights-laws/lgbtiq....>

<https://interventionen.dissens.de/fileadmin/Inter...>

<https://www.queer-refugees.de/>

## youth social work in schools

[Jugendsozialarbeit Adressenliste JaS DLG 2022.pdf](#)

## Bavarian consumer advice center

[Flyer Fremdsprachige Informationen.pdf](#)

# Family

## Pregnancy

In Germany, expectant mothers are under special protection and are entitled to counselling, medical care and support with new purchases for the child. In the event of pregnancy, always consult a physician first and have the preventive medical checkups carried out there. You will then receive a maternity card which identifies you as a mother-to-be and also contains important information about your state of health and that of your child. Always carry your maternity card with you in case of emergencies. Report the forthcoming birth to your accommodation support. They will check whether there is enough space for the child in the accommodation and order a baby cot and a changing mat. The [Federal Centre for Health Education \(Bundeszentrale für gesundheitliche Aufklärung\)](#) provides help on the topics of pregnancy, maternity leave, unwanted pregnancy, sexuality, birth, pregnancy conflict, financial support, prenatal examinations, social support, parenthood, desire to have children, confidential birth, partnership, abortion, parental leave, prenatal diagnostics, early support, contraception and legal issues. There is also a counselling centre finder. [Flyer of the Federal Centre for Health Education](#)

**Pregnancy counselling centres** in the District of Dillingen a.d.Donau:

- at the [state-approved counselling centre for pregnancy questions](#) in the **Dillingen District Office (Landratsamt)** there is, among other things, a [download area](#) with lots of interesting information, including a [brochure for young families](#). Here you will find a lot of regional information and tips for pregnant women and families in the district of Dillingen a.d.Donau. Contact: Tel.: [09071 51-265](#) during the [opening hours](#) of the District Office (Landratsamt). [Flyer from the pregnancy advice center of the District Office Dillingen on the Danube.](#)
- the counselling centre of [donum vitae zur Förderung des Schutzes des menschlichen Lebens e.V.](#) is located in the **Town Hall of Höchstädt**, 89420 Höchstädt, Herzog-Philipp-Ludwig-Str. 10, contact: Tel. [0821 450 88 88](#)
- the counselling centre of the [Sozialdienstes katholischer Frauen e.V.](#) Contact: Tel: [0821 420 89 90](#) is located in the **Haus St. Lukas**, 4th Floor, in 86407 **Dillingen**, Regens-Wagner-Straße 2

## Delivery in the Dillingen District Hospital

The midwives of the Dillingen District Hospital urgently request that all pregnant migrant women register at the hospital **at least 4-6 weeks before the date of delivery**, if possible accompanied by an interpreter. The obstetrics secretariat will make appointments for this at the telephone number [09071 57-8206](#).

## **Aftercare / childbed care**

Early contact with a midwife who will then take over the **childbed care** is also absolutely necessary. The short-notice placement of a postnatal midwife in the hospital at the time of birth cannot be guaranteed.

If the clinic does not arrange a midwife, please contact Early Help (Frühe Hilfen) / Coordinating Child Protection Centre (Koordinierende Kinderschutzzstelle) of the [Dillingen Youth Welfare Office \(Jugendamt\)](#).

## **Initial outfitting**

You will receive benefits for pregnancy from the 13th week of pregnancy onwards by presenting your maternity card to the Benefit Authority (Leistungsbehörde). Benefits for the initial outfitting of the child can be obtained on written application to the Benefit Authority (Leistungsbehörde).

## **Registration at the Register Office (Standesamt)**

Newborn children must be reported to the Register Office (Standesamt) and the accommodation management. The maternity clinic will take over the registration of the birth at the Register Office (Standesamt). There you will receive with your identity card, the birth certificate of the clinic and, if available, your marriage certificate and the (possibly provisional) birth certificate for your child. To enable you to receive benefits for your newborn child, the birth certificate (if applicable) must be submitted to the Benefit Authority (Leistungsbehörde) without delay.

## **Childcare**

Before attending school, from approx. 1 year, children can attend a day care centre. Attending a day-care centre is a good preparation for school and an opportunity to make friends and learn German. If parents cannot afford the childcare fees, the Youth Welfare Office covers the costs of day care facilities or day nannies. Day nurseries and kindergartens are usually found in every city. A list of [kindergartens / nurseries](#) and [day-care centres](#) in the district of Dillingen can be found on the Internet.

## **Compulsory schooling**

All children living in Germany from the age of 6 not only have the possibility but also the obligation to attend school (compulsory schooling). Full-time compulsory schooling lasts 9 years, followed by compulsory vocational schooling. A list of all schools by school type can be found [here](#). Further information can also be found under the menu item [School](#).

If your child has difficulties at school, please be sure to talk to the teacher. Every school also has a counsellor who takes your concerns very seriously.

## **Youth Welfare Office (Jugendamt)**

### **Youth welfare as a core task of the Youth Welfare Office (Jugendamt)**

Youth welfare supports parents in their educational mission and wants to make it easier for children and young people to grow into society. It is available when conflicts between children,

youth, young adults and parents need to be resolved - on a voluntary basis. However, the situation rarely requires intervention in parental rights. Family court decisions are necessary here. Usually, the agreement and willingness of parents and young people to cooperate constructively with the District Youth Welfare Office are indispensable.

**Unaccompanied minor refugees** are also subject to the Youth Welfare Act (SGB VIII) and are therefore in principle the responsibility of the Youth Welfare Office (Jugendamt).

### **Responsibilities of the Youth Welfare Office (Jugendamt):**

- Advice and support for families in problem situations
- Refuge for children and youth in difficult circumstances and for unaccompanied minor refugees
- Crisis intervention
- Educational assistance in the form of curative day care, social pedagogical family assistance, educational assistance, education in a day group, full-time care, home education, intensive individual social pedagogical support
- Arranging assistance services, e.g. counselling centres and nursing homes, curative day care centres, social pedagogical family help
- Help for young adults
- Placement of children and youth as well as young adults in suitable facilities
- Accompanying counselling and support for the family of origin and caregivers
- Aid planning
- Examination of guardianship and, if applicable, application for custody of a legal guardian

#### Contact

Youth and Family Office (Amt für Jugend und Familie)

Große Allee 24

89407 Dillingen a. d. Donau

Tel. [09071 51-407](tel:0907151407) Fax 09071 51-420

Email [poststelle@landratsamt.dillingen.de](mailto:poststelle@landratsamt.dillingen.de)

Further information and contact persons of the Dillingen Youth Welfare Office (Jugendamt) can be found in the [family portal of the district of Dillingen](#).

### **Multilingual children**

The State Institute for Early Education provides the parents' letter "[How does my child learn 2 languages, German and the family language?](#)" on the subject of language development and language support in a family in many different languages . Further information can be found [here](#).

### **Safety for children**

The federal working group "Mehr Sicherheit für Kinder e.V." provides a wealth of [information](#) on the subject of child safety.

### **Avoid poison accidents**

Here you will find a [picture book](#) in Arabic on how poison accidents can be avoided.

Here you will find a [picture book](#) in French on how poison accidents can be avoided.

You will also find the 8-language [poster](#) "Warning poisonous!"

## Tracing service / family reunification

### Support for family reunification:

On the website of the ["Red Cross"](#) families who were separated during their escape can search for their relatives by photo.

Using the ["trace the face"](#) page, you can also search for missing persons. A [video](#) on Youtube explains how the search service works.

In addition, the [Federal Foreign Office](#) offers support specifically for the family reunification of Syrian asylum seekers.

You can also find relevant information on this topic on the <https://refunite.org/> website.

## Unaccompanied minor refugees

Minor refugees who have entered Germany unaccompanied will be reported to the [Youth Welfare Office](#) by the accommodation management. After an interview with the minor, the latter will make an age determination, which will decide whether the minor will be taken into the care of the Youth Welfare Office or is considered to be of full age.

There are two options for minors who have entered the country without their parents, but in a family group (e.g. with uncle or aunt, with cousins or with older siblings). Either the adult relative can file an application for guardianship with the family court; with guardianship, the relative assumes full responsibility for the minor(s) in place of the parents. Or the relative can exercise the upbringing right which can be granted to him/her informally by the parents and which also derives from the corresponding and responsible actions of the participants. In both cases, the minor(s) may remain in the family unit. If the relative rejects both, the minor will be treated as an unaccompanied minor refugee and taken into the care of the Youth Welfare Office (see above).

## Education and work

### Points of contact

#### Jobcenter Dillingen

Advice on how to apply for Arbeitslosengeld II for people who are entitled to benefits. This also applies to people whose asylum applications have been recognised.

The **Federal** Employment Agency has the [application](#) for **Arbeitslosengeld II** and the instructions for filling it in available in several languages.



Contact:  
Jobcenter Dillingen a.d. Donau  
Rosenstraße 4  
89407 Dillingen an der Donau  
Phone [09071 5858100](tel:090715858100)  
Email: [jobcenter-Dillingen@jobcenter-ge.de](mailto:jobcenter-Dillingen@jobcenter-ge.de)

[BIB Augsburg](#)

## Dillingen Employment Agency (Agentur für Arbeit)

Advising and application for people who are looking for work and/or are entitled to unemployment benefit I

Contact:  
Dillingen Employment Agency (Agentur für Arbeit)  
Rosenstr. 4  
89407 Dillingen  
Phone [0800 4555500](tel:08004555500)  
[Email](#)

## Training support (abH; Ausbildungsbegleitende Hilfen)

### How to complete your training

Training support helps you with school problems during training.

You are doing a **training or an entry qualification** and would like to complete it successfully? But your **grades or other barriers** are currently standing in the way of your goal?

Then talk to the **career counselling at your Employment Agency (Agentur für Arbeit) or Jobcenter** about the so-called training support (abH).

This support is through an educational institution that will work out a very personal development plan for you.

You can, for example, receive **private tutoring** in German and other subjects. Or they can help you **prepare for exams**.

We can also help you with **personal problems with your training company**.

Your advantage: With abH, you can graduate - and participation is **free of charge** for you.

Further information can be found in the [flyer](#) How to complete your training - training support (abH).

<https://www.arbeitsagentur.de/bildung/ausbildung/...>

## Entry Qualification (EQ; Einstiegsqualifizierung)

### What are the benefits of an entry qualification (EQ)?

You know what you want to become, **but you can't find a training placement?**

Then, under certain conditions, you can take part in a longer sponsored **internship** that prepares you for training. It is called "entry qualification" and lasts between six and twelve months.

**Advantage:** You'll begin to earn some **money** - co-financed by the Employment Agency (Agentur für Arbeit). And you will receive a **certificate** if you successfully complete the entry qualification.

**Another advantage:** The time can possibly be credited towards a subsequent training. Check with the **career counselling** or your **Jobcenter**. There the requirements for an entry qualification will be checked. You can find further information in the [flyer](#).

<https://www.arbeitsagentur.de/bildung/ausbildung/...>

## Assisted Training

### Secure young talent - with assisted training

Youth with poor certificates or no graduation certificates often have a hard time finding training. But competences are not always reflected in grades. Give these young people a chance - we will support you with it. With assisted training, your company is intensively supported before or during the training. Both the company and the trainee receive support - individually adapted to the respective needs.

For example, the **company** receives assistance with:

- management, organisation and implementation of training
- stabilisation of the training relationship (also through support in everyday operations)

The **trainee** receives support from:

- knowledge transfer in general education or in specialist theory
- language lessons
- help with problems in social settings

Are you interested? Your employer service will be happy to help you. Contact your personal contact person or use the following telephone number: **0800 4 555520 (free of charge)**. More info in the [flyer](#).

<https://www.arbeitsagentur.de/unternehmen/ausbild...>

## Berufliche Fortbildungszentren der Bayerischen Wirtschaft (bfz)

Addresses:

St.-Wolfgang-Straße 8

Große Allee 37

Große Allee 49

89407 Dillingen an der Donau

Phone: [09071 705500](tel:09071705500)

Internet: [www.bfz.de](http://www.bfz.de)

Flyer:

[Integration course](#)

[Integration course with literacy help](#)

[Vocational German language training](#)

## **BIB Augsburg gGmbH Dillingen**

Address:

Große Allee 32

89407 Dillingen an der Donau

Phone: [09071 7700202](tel:090717700202)

Internet: <https://www.bibaugzburg.de/standorte/dillingen/>

Please note the offer from the bib, which not only offers integration courses, but also various other support options in cooperation/possible reimbursement of costs by the job center.

- All offers can also be booked through the Dillingen job center as self-payers.
- The next course starts for integration and alpha courses are planned for April 17th, 2023. Both in the morning from 8:30 a.m. to 12:45 p.m. (IK Mon – Fri; Alpha Mon – Thurs).

Flyer:

[BIB FB3 An Deiner Seite DLG 01 2023 m.pdf](#)

[BIB FB3 Starterpaket Plus DLG 11 2022 m.pdf](#)

[BIB FB3 Einzelcoaching Selbststaendigkeit DLG 01 ...](#)

[Flyer Stark im Leben DLG.pdf](#)

[BIB FB3 Scout DLG 10 2022 m.pdf](#)

[BIB FB3 Allg Integrationskurs DLG 10 2022 3m.pdf](#)

[BIB FB3 Stabilisierung Beschaeftigung DLG 07 2022...](#)

## **"Find Your Way"**

### **Find your way**

Entry into working life after school doesn't always go smoothly. This can be for different reasons. Some young people have no idea which profession suits them, have missed the boat or simply have not yet summoned the necessary energy to think about the future. "Find your way" offers extensive orientation possibilities, intensive individual support in case of problems and above all many opportunities to try things out!

### **How do we find the way?**

The aim is to strengthen the employability of young people. In "Find your way" they get to know different occupational fields, can develop work related abilities and skills and

overcome obstacles with professional support.  
Furthermore, they are given the chance to establish everyday structure and to establish social contacts.

### Contents

**Promotion of employability:** experiential education offers, action-oriented lessons to improve the school basics and much more.

**Pedagogical support:** two pedagogical specialists support through individual case assistance and group offers

**Practical testing:** Collaboration in the qualification companies "Kette und Kurbel" and "Manufaktur der schönen Dinge" to get attuned to the working world

### Our qualification companies

**Kette und Kurbel:** Bicycle workshop with the possibility of working in the professional fields of bicycle technology, metal, sales and storage. Here is space to have a go at the subject of bicycles.

**Manufaktur der schönen Dinge:** Here, artful, useful and decorative items made of various materials are produced and sold. You can get practical experience in the professional fields of wood, textiles and sales.

### Target audience

Youth and young adults up to the age of 23 who need intensive support in professional orientation and stabilisation of their life situation.

### Support

There are no costs for the participants. The project is supported by the European Social Fund (ESF). Project partners are the Employment Agency (Agentur für Arbeit), the Jobcenter Dillingen and the Dillingen.hre Youth Welfare Office (Jugendamt), which provide intensive support for vocational orientation and stabilisation.

Further information can be found in the [flyer](#).

Contact:

Jolanda Palanga

Große Allee 32

89407 Dillingen

Tel. [09071 7700-280](tel:090717700280)

Email: [jolanda.palanga@bibaugzburg.de](mailto:jolanda.palanga@bibaugzburg.de)

### "PAUL"

#### PAUL - PROJEKT "ARBEITEN UND LERNEN" - FOR REFUGEES

- You would like to work in Germany but have not yet been able to gain access to companies?
- You lack professional experience and therefore cannot get a job?
- You can already express yourself in German, but do not yet understand enough of the German of customers, colleagues and superiors?

Join us! We will prepare you professionally and linguistically for a job assignment.

### CONTENT

- In our social qualification companies you learn "on the job" and have to communicate in German.
- Accompanying German lessons will help you to understand the technical language and express yourself at work.
- You will gain valuable professional experience and will subsequently be able to gain a foothold in other companies.
- Further building blocks: Assistance with personal matters with offices, public authorities and physicians as well as support in finding a job.

## **OUR QUALIFICATION COMPANIES**

### **“Manufaktur der schönen Dinge”**

- Manufacture of artful, useful and decorative products.
- Qualification areas: Basics in the processing of different materials and processing techniques.

### **“Kette und Kurbel”**

- Old used bicycles are procured in order to produce ready-to-use bicycles from them, which are then sold at low cost.
- Fields of application and qualification possibilities in the areas: Bicycle assembly and repair, warehouse, purchase and sale.

Further information can be found in the [PAUL project flyer](#).

#### **Contact:**

Tanja Böhm

Große Allee 32

89407 Dillingen

Tel. [09071 7700-505](tel:090717700505)

Email: [Email](#)

## **Chamber of Crafts (hwk; Handwerkskammer) Swabia**

### **Your contact for the following topics:**

- Adaptation qualifications
- Promotion - migrants
- Competence assessment - migrants
- MigraNet - representation of the HWK
- Migration officer
- Qualification counselling - migrants

### **Integration in the company**

The integration of people from other countries into the training and labour market makes a valuable contribution to securing skilled workers in our companies. We can support you in recognising and using the potential of these people. We can help you to build a welcoming

culture so that integration into the company will be successful.

## **For immigrants and refugees**

### **Career guidance**

We talk with young refugees and their voluntary helpers about professional ideas. We identify competencies as well as interests and introduce various training professions in the skilled crafts and trades. We support you with questions and the search for an internship or training placement.

### **Labour market integration and career guidance in the skilled crafts and trades**

We will recognise your competencies, promote your potential and your qualifications and help you to find a job. We will advise and support you in the development and design of your professional career.

### **Migration as an opportunity in the skilled crafts and trades**

For citizens of the European Union and of third countries other regulations apply - we are also at your disposal for advice and assistance.

<https://www.hwk-schwaben.de/artikel/unser-team-mi...>

### **Contact:**

Brigitte Eisele Dr.

Tel. [0821 3259-1362](tel:082132591362)

Fax 0821 3259-2-136

[Email](#)

## **Chamber of Industry and Commerce (IHK; Industrie- und Handelskammer) Nordschwaben**

### **Regional Office Dillingen**

Bahnhofstraße 12

89407 Dillingen

Tel: [09071 770321-0](tel:090717703210)

Fax: 09071 770321-1

[Email](#)

[Internet](#)

### **Consultation hours:**

Monday - Thursday: 8:00 a.m. to 12:30 p.m. and 1:30 p.m. to 4:00 p.m.

Friday: 8:00 a.m. to 12:30 p.m.

### **Training and further education offers of the IHK**

### **Contact for refugees**

Ibrahim Rahimi

Phone: [0821 3162-1411](tel:082131621411)

Fax: 0821 3162-239

[Email](#)

## Project Jugend + Zukunft (Youth + Future)

### Finding the right way - is the goal

The Patenprojekt Jugend + Zukunft was founded in 2006 as a senior citizens' academy. In 2016, the name was adapted more closely to the task and is now called the Patenprojekt Jugend + Zukunft. The sponsors are committed to youth who are willing to change on a voluntary, professional and personal basis. The sponsors come from a wide variety of specialist fields and qualifications in the professional world. They are still active in professional life or have already moved past this.

### Programme

- Support in the pursuit of a graduation certificate
- Support in discussions with schools, training companies and public authorities
- Support with the application
- Assistance in finding internships, training placements, jobs or suitable vocational support measures
- Support in social settings

### Target audience

Schoolchildren **from grade 8 onwards**

### Our cooperation partners

We work in partnership with schools, Youth Welfare Services (Jugendsozialarbeit) in schools, parental homes, social authorities, Employment Agencies (Agentur für Arbeit), Jobcenters, professional and social organisations and employers.

<https://familie-dillingen.de/index.php/familie/pa...>

### Contact:

Theresa Bieberle  
Kommunale Jugendarbeit (Municipal Youth Work)  
Weberstraße 14  
89407 Dillingen a.d. Donau  
Tel. [09071 51-436](tel:0907151436)  
Fax 09071 5133-436

[Email](#)

Or about Youth Welfare Services (Jugendsozialarbeit) in schools or teachers in schools

## School

There is a federal school system in Germany. This means that each federal state (e.g. Bavaria) regulates its school system independently. As a result, the school systems in the 16 federal states in Germany are sometimes very different. In Bavaria and thus in the district of Dillingen a.d. Donau, the school system is divided as follows:

All schools in Bavaria offer several possibilities to achieve graduation certificates. The following generally apply: With each certificate achieved, the path to the next higher school is open. According to the principle of transmittance, every secondary school awards intermediate school graduation. The first choice of school after Grundschule therefore does not mean a final decision on the child's school career. In general, parents and pupils should take into account in their

decisions that it is still possible to change school types at a later date. The Bavarian school system is roughly divided into three parts: the Primary Level, the Secondary Level I and the Secondary Level II. An overview of the Bavarian school system can also be found on the [website of the Bavarian Ministry of Education](#). There is also compulsory schooling in Germany. This means that children and adolescents must attend school for at least 9 years.

The Primary Level is the **Grundschule**: it comprises grades 1 to 4 and is the common school for six to ten year olds. After Grundschule, you can attend Mittelschule, Realschule or Gymnasium according to the [transfer regulations](#). The **school-district principle** applies in principle to Grundschulen. This means that children must attend the Grundschule of the municipality or area (district) where they live. All Grundschulen in the district of Dillingen a.d. Donau can be found under this [link](#). Detailed information about the Grundschule can be found on the [website of the Bavarian Ministry of Education](#).

Secondary Level I is generally divided into three parts:

1, The **Mittelschule**: Mittelschulen guarantee pupils a wide range of pedagogical elements in their educational offerings, either individually or in groups. The Mittelschule comprises of grades 5 to 9 or 5 to 10. The lessons are strongly oriented towards job-related content. Possible degrees are: the successful completion of Mittelschule, the qualifying completion of Mittelschule, the intermediate completion of Mittelschule. The **school-district principle** applies in principle to Mittelschulen. This means that children must attend the Mittelschule of the municipality or area (district) where they live. All Mittelschulen in the district of Dillingen a.d. Donau can be found under this [link](#). Detailed information can be found on the [website of the Bavarian Ministry of Education](#).

2, The **Realschule**: it comprises of grades 5 to 10. Its educational offer is aimed at young people who are interested in theoretical questions and at the same time have practical skills and inclinations. It provides general education and vocational preparation. Realschule ends with a final examination and awards the Realschule certificate, an intermediate school certificate. At Realschule, there are three training directions, the so-called compulsory elective subject groups. From grade 7 onwards, they set different focal points in the range of courses on offer. All Realschulen in the district of Dillingen a.d. Donau can be found under this [link](#). Detailed information can be found on the [website of the Bavarian Ministry of Education](#).

3, The **Gymnasium**: Gymnasium comprises of grades 5 to 13 and provides in-depth general education, which is a prerequisite for university studies. Gymnasium ends with the general qualification for university entrance degree (Abitur). All Gymnasien in the district of Dillingen a.d. Donau can be found under this [link](#). Detailed information about the Gymnasium can be found on the [website of the Bavarian Ministry of Education](#).

One of the special features of the Bavarian school system is a type of school that has been training junior commercial staff for generations: the **Wirtschaftsschule**. It is a vocational preparation school that provides general education and basic vocational training in the fields of business and administration. Depending on the type, the Wirtschaftsschule comprises of grades 7 to 10, 8 to 10 or 10 to 11. Graduation: Intermediate school graduation. There is a Wirtschaftsschule in [Donauwörth](#). Detailed information about the Wirtschaftsschulen can be found on the [website of the Bavarian Ministry of Education](#).

Secondary Level II:

Secondary Level II includes the upper level Gymnasium (grades 11 to 13 of Gymnasium), attendance at the **Berufsschule** or Berufsfachschule (cf. [training](#)) and the Berufsoberschule



(BOS) and Fachoberschule (FOS):

The **Fachoberschule** is based on an intermediate school graduation and provides general, theoretical and practical education. It comprises grades 11 and 12; in grade 11, instruction also includes practical training. Before entering the Fachoberschule, preparatory courses (part-time) are offered for Mittelschule and Wirtschaftsschule students. Until the end of the probationary period in grade 11, intensive remedial teaching in individual subjects is offered across all classes. The Fachoberschule awards the Fachhochschule entrance qualification after passing the Fachabitur examination. For above-average qualified graduates of the Fachabitur examination, a grade 13 can be taken. After passing the Abitur examination, this confers the subject-specific Hochschule entrance qualification as well as the general Hochschule entrance qualification upon proof of the necessary knowledge in a second foreign language. There are two [Fachoberschulen](#) in the district of Dillingen a.d. Donau. Detailed information about the Fachoberschulen can be found on the [website of the Bavarian Ministry of Education](#).

The **Berufsoberschule** is based on an intermediate school graduation and a completed vocational training corresponding to the respective field of education or corresponding several years of professional experience. The Berufsoberschule provides general and specialist theoretical education. It comprises grades 12 and 13 and can also be done part-time. Before entering the Berufsoberschule, preliminary courses (part-time) and preliminary classes (full-time, also to make up for the intermediate school graduation) are offered. The Berufsoberschule generally concludes with the Abitur examination and awards the subject-specific Hochschule entrance qualification as well as the general Hochschule entrance qualification upon proof of the necessary knowledge in a second foreign language. There is a BOS in the region in [Donauwörth](#). Detailed information about the Berufsoberschulen can be found on the [website of the Bavarian Ministry of Education](#).

## Homework supervision

All Mittelschulen and Realschulen in the district of Dillingen a.d. Donau offer full-day classes and homework supervision in all subjects for pupils of all nationalities, with and without a migration background

Each child is encouraged, challenged and motivated according to his or her abilities and led to independent learning. In addition, self-esteem and self-confidence are built up and strengthened so that students can achieve their goals.

## Training, Berufsschule

Many professions in Germany require vocational training. For the majority of occupations, this is dual vocational training. This is a special form of training in Germany. You will learn theory in a Berufsschule and practical work in a company. The duration of vocational training depends on the type of job and can take between 2 and 4 years. Detailed information about the dual training can be found on the [website of the Federal Ministry of Labour and Social Affairs \(Bundesministerium für Arbeit und Soziales\)](#). But there are also some professions that can only be learned at a school. These school-based training courses take place, for example, in Berufsfachschulen, Berufskollegs, Fachakademien and other vocational schools .

The career information fair ["Fit for Job"](#) in Höchstädt can also be a good help in choosing a career. This fair takes place once a year.

Youth and young adults up to the age of 23 who need assistance with vocational orientation can also contact the [BIB](#) in Dillingen.

An overview of all (vocational and school) training opportunities can be found on [Berufenet of the Employment Office](#). There you will also find the instructions "[A Step-By-Step Guide to Your Desired Profession](#)".

Support in the search for training placements can be found here at [AZUBIYO.de](#) and also offers a suitability check.

The [Planet Beruf](#) platform offers support for writing applications - a good knowledge of German is necessary.

There are also training positions in the [Donau-Zeitung](#) or in the [Kreis-Anzeiger](#).

Once you have found a training placement, you want to complete this training successfully. The Federal Employment Agency (Bundesagentur für Arbeit) shows how to do this in its [flyer](#).

If you have not yet found a training placement, you can also do a [Company Entry Qualification \(EQ; Betriebliche Einstiegsqualifizierung\)](#).

Here you will find the contact details for the [Employment Agency \(Agentur für Arbeit\) in Dillingen](#) and the [Jobcenter Dillingen](#).

## **Working in the district of Dillingen a.d. Donau**

The most important industries in the district of Dillingen are industry, trade and crafts. The middle class forms the backbone of the economy. In addition, numerous export-oriented companies and internationally active logistics companies have their headquarters in the district. Focal points within the broad range of industries can be identified in the mechatronics industries. About one fifth of the employees in the district of Dillingen who are subject to social insurance have their jobs in this sector.

Finding work or training is often difficult in a foreign country, and without good language skills you often get no or only less well-paid temporary jobs. An important first step is therefore to learn German. Then your chances will be much better to find a better paid job. Different ways to learn German are explained in the chapter [German Language](#). In general, you earn more in Germany if you have completed an apprenticeship or a course of study in Germany or have [foreign vocational qualifications recognised in Germany](#).

In order to be optimally prepared for your career start, you will find here [10 tips for a good start in your new job](#) from the Employment Agency. You will also find important terms in German labour law with translation into Arabic [here](#).

## **When can I work?**

Access to the labour market is not always easy for migrants. The recognition or assessment of qualifications obtained abroad can help and is therefore particularly important. Finding a job in a foreign country is often difficult. On the following pages you will find, among other things, information on career counselling and job searching. For further information and help, please contact the free service offered by [Refugee and Integration Counselling](#).

Here you will find the most important information about work and training.

As long as you live in the First Reception Facility, you're not allowed to work. The Bureau for Foreigners will then decide whether you are allowed to work or not. You must therefore submit an application for a work permit to the [Bureau for Foreigners](#). There are certain rules you must follow.

- Three months after your **registration as an asylum seeker in Germany** (see BÜMA), you have "subordinate" access to the labour market. The working conditions will be checked.
- Temporary work is possible after 15 months.
- After 48 months you will have full access to the labour market. There are no more restrictions. However, this must be in your residence permit / exceptional leave to remain.
- Only the Bureau for Foreigners decides on the work permit for in-company training. There is no priority review and no review of working conditions by the Federal Employment Agency.
- In the case of an **exceptional leave to remain**, the Bureau for Foreigners always decides on the work permit. The Bureau for Foreigners can impose a work ban on you under aliens law.
- Without a work ban, you as a person with exceptional leave to remain have subordinate access to the labour market from the 1st day of the exceptional leave to remain. The conditions are then as described above.
- If you have a **residence permit**, you have full access to the labour market and therefore no restrictions.

## Job search

[JOIN](#) is a platform for refugees that enables them to enter the German labour market via an internship placement. The site is also available in English and Arabic.

The [workbeer.de](#) job exchange is aimed specifically at refugees and employers who want to give refugees a chance. Here you can post requests and offers.

The BIB "[PAUL](#)" project also offers assistance with vocational qualification.

Under "[careers4refugees](#)" you will find jobs, paid internships and apprenticeships.

The [Chance For Science](#) portal is a platform for refugee scientists - also in English.

[hr-integrate e.V.](#) would like to make it easier for refugees to enter the labour market by providing them with experienced mentors.

At the [Federal Employment Agency \(Bundesagentur für Arbeit\)](#), you can search for vacancies. Here is a multilingual [information page](#) in German, English and Arabic on the topic of job search and many other topics.

Various **temporary employment agencies** are located in the district of Dillingen. These offer work in many different areas. This can be a good introduction into professional life.

There are also job advertisements in the local **daily newspapers** and **advertising papers**.

Here you will find the contact details for the [Employment Agency \(Agentur für Arbeit\) in Dillingen](#) and the [Jobcenter Dillingen](#).

## Recognition of foreign qualifications

There are various bodies that offer advice on the recognition of school and university qualifications and professional qualifications. In the District of Dillingen a.d. Donau, [Migration Counselling](#) advises on this topic.

The [IQ-Netzwerk MigraNet](#) has years of experience in the recognition of foreign degrees [flyer](#), address: Wertachstraße 29, 86153 Augsburg, Tel. [0821 90 799-0](#)

The [Federal Employment Agency \(Bundesagentur für Arbeit\)](#) also offers information on the recognition of foreign qualifications.

There are three large **information portals** on the Internet that provide information on the recognition of foreign educational qualifications:

"[Anabin](#)" provides information on the assessment of foreign educational qualifications and supports public authorities, employers and employees as well as private individuals in reclassifying a foreign qualification into the German education system.

On "[Recognition in Germany](#)", persons with foreign professional qualifications can clarify whether they need an official "Certificate of Recognition" in order to be able to work in their profession in Germany.

The "[BQ Portal](#)" offers chambers of commerce and companies a comprehensive online knowledge and work platform for better evaluating and assessing foreign vocational qualifications which are based on a dual training or dual continuing training qualification regulated by federal law as a reference occupation in Germany.

### **Federal Training Assistance Act (BAföG)**

The Federal Training Assistance Act (official abbreviation: BAföG) regulates state support for the training of pupils and students in Germany. Anyone who is in school education and earns little or no money can possibly receive BAföG benefits. These can be applied for at the [district office](#). Vocational / dual training is generally not eligible.

### **Federal Voluntary Service (BFD)**

In the Federal Voluntary Service (BFD), women and men are committed to the common good, particularly in the social, ecological and cultural spheres, as well as in sport, integration, civil protection and disaster control. It was introduced as an initiative for voluntary, non-profit and unpaid work in Germany. Asylum seekers also have the opportunity to work in social institutions via the Federal Voluntary Service.

A corresponding flyer in simple language can be found [here](#).

You can find the flyer [here](#).

You can find the flyer regarding refugees for disseminators [here](#).

### **Social insurance and taxes**

Those who work in Germany have to pay social insurance contributions and taxes from their wages. More detailed information about the German social system can be found [here](#).

### **Social insurance**

Social insurance includes five types of insurance prescribed by law. They are intended to protect workers from the consequences of illness and old age, but also from loss of income due to unemployment: These are the statutory health insurance, long-term care insurance, accident insurance, pension and unemployment insurance. All employees have to pay a monthly amount, which depends on their income, into these insurances. Because this is a legal obligation, the insurance is also called "statutory insurance". A further share is paid by the employers. In most cases their contribution is as high as that of the employees. Accident insurance is a special case. The employer has to pay this alone for its employees. The idea behind social insurance is that the community of insured workers helps individuals when they are in need, become ill or unemployed, suffer an accident or need care in old age. (Source: <https://www.bpb.de/nachschlagen/lexika/das-junge-politik-lexikon/161625/sozialversicherung>)

## Taxes

Taxes are the basis of a political system, they provide the state with money so that it can fulfil its tasks. So above all taxes are: Revenue for the state. This revenue is used to fund the services we expect from a community: Education, public infrastructure, health care, social security or internal and external security are among these areas. Schools, roads, hospitals and kindergartens have to be paid just as much as environmental protection tasks, the courts or the police. But taxes are also used to steer behaviour or redistribute money with social justice in mind. The tobacco tax, for example, is an example of how the state tries to curb smoking through high taxes. And with the linear-progressive income tax rate, the state wants to ensure that people with a high income pay more taxes than people with little money.

Taxes are therefore levies that all citizens have to pay. Of course, the federal, state and local governments can also incur debts and take out loans. But the state's main source of income is taxes, without which it could not shape the community. In 2011, tax revenues amounted to around 527.3 billion euros. (Source: <https://www.bpb.de/izpb/147061/grundsaeetze-der-steuerpolitik>)

If you have earned income or income other than social benefits, you may be obliged to file an **income tax return** in Germany. Further information is available from the [tax office in Dillingen](#).

## Migration-specific start-up consulting

The website "[www.wir-gruenden-in-deutschland.de](http://www.wir-gruenden-in-deutschland.de)" offers support for people with a migration background who want to become self-employed and implement their own business idea in Germany.

The platform was created as a joint project of the IQ Fachstelle Migrantenökonomie and the IQ Landesnetzwerk Bayern. It is specially set up for:

- Foreign students,
- Foreign academics,
- Specialists abroad and
- Refugees with recognised refugee status who want to establish a business in Germany.

The website is available in different languages such as German, English, French, Spanish, Arabic and Turkish.

## Studies with "Kiron University"

You can start studying in Germany without admission to higher education. However, you must have your university admission from your home country recognised as soon as possible.

One way to start studying is at Kiron University, where you have two years to have your credentials recognised. The municipality in which you live is responsible for recognition.

### **Kiron Open Higher Education**

Kiron students complete the first two years of their studies online and spend the third year at a partner university. The degrees to be obtained are accredited. The Kiron concept solves the four barriers of the UNHCR and enables refugees (i) to begin their studies without legal documents, (ii) not to have to pay tuition fees, (iii) large capacities through the link between online and offline study, as well as (iv) inexpensive ways to support language learning.

### **Combine online and offline studies**

Online study is made possible by Massive Open Online Courses and Small Private Online Courses. These are courses from world-renowned elite universities such as Harvard, Stanford, MIT or Yale, which have been made available to the general public. After consultation with the providers, Kiron takes over the free courses and combines them with the latest e-learning technologies to form learning modules. The partner universities credit these online courses and enable the students to complete the third year of the chosen course on site.

**Important:** For the 3rd year at the university you need a proof of admission recognised in Germany. Take care of the first two years.

### **Breaking down technological, language and psychosocial barriers**

By collaborating with Keepod, Microsoft, Google for Education and Dropbox to provide the laptops and the necessary software, Kiron is eliminating the technological difficulties of online study. All courses are offered in English, with the possibility to add subtitles in a desired language. In the course of their studies, all students are able to acquire English, German or other languages.

In addition, Kiron's Student Support offers the opportunity to participate in a buddy and mentoring program, to receive tutoring and psychosocial counselling services.

You can find Kiron online at: [www.kiron.university](http://www.kiron.university)