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Welcome to the district of Donau-Ries

Interesting facts about the district

What is a district?

A district consists of many [municipalities](#). It takes on various tasks for these municipalities. This means that not every municipality has to organise everything itself. There is an authority in the district. This authority organises the district. This is the [district administration](#).

You now live in the district of Donau-Ries.

The district of Donau-Ries is located in the north of Bavaria in the south of Germany. It consists of many small towns and municipalities with two larger centres: Donauwörth and Nördlingen.

Around 135,000 people live here. You can find more towns and municipalities in the district [here](#).

What is life like here?

The district is rural in character. Many places are small and nature is easily accessible. A car is often helpful for everyday life or you can use bus and train connections. Nevertheless, there are always cultural events taking place throughout the district. You can find an overview in the [event calendar of the Donau-Ries holiday region](#).

Work and everyday life

Many people work in industry, trade or services. The region also has larger companies, but is generally characterised by medium-sized businesses.

People and language

German is the everyday language in Germany. Regional dialects are also spoken in the district. [Language courses](#) and simple questions in conversation help in everyday life.

Community

Associations play an important role in social life and are a good way to get to know people. you can find opportunities to get involved in the district via the [volunteer exchange](#).

County map Donau-Ries

You can find the district of Donau-Ries on a map here:

 [County map Donau-Ries](#)

Current topics and information

Low-flying area over Donau-Ries

What is happening in Donau-Ries?

The Bundeswehr is reusing seven low-flying areas in Germany. One of these is over the Ries, i.e. the region around Nördlingen. Fighter jets such as Eurofighters fly lower here in order to practise better. They fly as high as around 75 metres (250 feet). Each flight lasts up to two minutes.

What does this mean for Nördlingen and the surrounding area?

In the region around Nördlingen, you can hear and see the low-flying jets more frequently. These exercises are sometimes very loud and can take place suddenly.

These are merely exercises by the German Armed Forces. There is no danger!

ID cards and passport photos: Changes from May 2025 in Germany

Since May 2025, there have been new rules for ID documents and passport photos in Germany. Here is a simple explanation of the most important points:

Passport photos only digital:

- Passport photos for ID cards may no longer be brought on paper.
- They must be taken digitally and sent directly to the authorities.

This works.

- at special photo machines at the Citizens' Registration Office (cost: approx. 6 euros).
- at authorised photographers and drugstores.

The pictures are stored in encrypted form:

- The authorities can retrieve the image online using a special code.
- This protects against identity theft and makes ID cards more secure.

These ID documents are affected:

- Passport
- identity card
- Electronic residence permit
- Travel documents

Further information:

- Since May 2025, ID cards can also be sent home by post.
- It is possible to receive e-mail reminders shortly before the expiry of the ID card.
- Simple change of address:
Sending a security sticker to be stuck into the ID card itself.
- Since January 2024, children aged 6 and over must also provide fingerprints, there are only passports with a chip.

Electronic patient file (ePA)

On **15 January 2025**, a new digital patient file called the **electronic patient file (ePA)** was introduced in Germany. This file stores all important health data, such as what the doctor has found out about your health, what medication you are taking or what examinations you have had.

Everyone with statutory health insurance automatically receives this ePA. If you do not want this, you can object.

Doctors and patients can access health data quickly and easily via the ePA. But only people who are authorised to do so are allowed to see the data. This keeps the data secure.

How can insured persons refuse to set up an ePA? What deadlines apply?

If you no longer wish to use the EPR at a later date, you can have it deleted. The aim is to enable doctors and patients to work together faster and better to improve health.

If you want to decline the ePA, you must inform your health insurance company. If you do not do this, the EPR will be created automatically.

Important details about the EPC. What do you need to bear in mind?

Contents of the EPA:

- All important information from your visits to the doctor is automatically included in the EPR if it is available in digital form. This means, for example, that findings or diagnoses that the doctor writes down are transferred to the EPR.
- You can also upload information such as vital signs (e.g. your height or weight) or older medical documents to the ePA yourself.
- Since 15 January 2025, there has been a digital list of medications you are taking in the ePA. This will be supplemented by a special medication plan in the course of 2026.
- The medication plan will not only show which medicines you have been prescribed. It will also explain how you should take the medication and at what time.

Access rights:

- You can specify which doctors or hospitals are authorised to access your ePA. If you want to make changes, you can do this via the ePA app or contact the ombudsman's office of your health insurance company.
- If your health card is read at a doctor's surgery or hospital, they will have temporary access to your ePA for 90 days unless you object.

Use and accessibility:

- You can manage the ePA via a special app on your smartphone. Each statutory health insurance fund offers its own ePA app, which you can download free of charge from the App Store (for iOS) or the Google Play Store (for Android).
- If you do not have a smartphone, you can get support from pharmacies or special centres to access your ePA.

Legal regulations:

- The ePA for all was first launched in some regions on 15 January 2025. These include Hamburg and parts of North Rhine-Westphalia, for example. Since 29 April 2025, the ePA has been gradually introduced throughout Germany. Since 1 October 2025, doctors' surgeries, hospitals and pharmacies, for example, have been required to use the ePA.
- Privately insured persons can also use an ePA. Whether this is possible depends on the private health insurance provider.

Advantages:

- The ePA facilitates communication between doctors, hospitals and other medical facilities. It gives you a better overview of your health data.
- The ePA also increases the safety and accuracy of medication.

Challenges:

- Not all documents, such as old paper medical reports, are automatically digitised. However, you can ask your health insurance provider whether they can take over digitisation.
- There may be technical difficulties at the beginning because some doctors have to adapt their practice software.
- Another problem is that there is no multilingual information, i.e. no translations into other languages.

The ePA is an important step towards digitalisation in the healthcare sector. It should improve medical care. It also provides a basis for research.

Would you like to find out more? You can find more information here:

 [Questions and answers on the electronic patient file \(ePA\) by the KBV](#)

 [Information from the consumer advice centre about the ePA](#)

Payment card

The payment card is a form of benefit for those entitled to benefits under the Asylum Seekers' Benefits Act (AsylbLG).

It is issued directly to newly assigned persons. Subsequently, it is also gradually issued to asylum seekers who are already in reception centres. The payment card can continue to be used there even after distribution to the local authorities.

The use of the payment card is different in each federal state. This is because the individual federal states decide how the card works locally.

What is the payment card?

- The payment card is like a bank card.
- Benefits under the Asylum Seekers' Benefits Act (AsylbLG) are transferred to the payment card as a credit balance.
- You can use the payment card to pay in shops and withdraw cash.
- You can only spend as much money as is on the card.

Who gets the payment card?

- All adults who receive benefits under the Asylum Seekers' Benefits Act (AsylbLG) receive a payment card.

Where do I get my payment card?

- If you receive benefits, the social welfare office will send you a letter with all the information and an appointment to collect it.
- If you are applying for benefits for the first time and they are approved, you will receive a payment card right from the start.
- There may be differences depending on where you live. Ask at your local authority.

Where can I shop with the payment card?

- You can pay with the payment card in most shops.

Are there any problems with certain transactions?

- Yes, certain transactions are not possible.
- For example, you cannot use the payment card with money transfer services such as Western Union, MoneyGram or PayPal.
- In special cases, contributions (e.g. for mobile phone contracts, VAG or Deutsche Bahn) can be transferred or collected. You must then provide the necessary proof in good time.

Can I withdraw cash with the payment card?

- Yes, you can withdraw cash.
- You can withdraw cash from ATMs. You can also withdraw cash at the till in many shops.
- You may only be able to withdraw certain amounts. This depends on where you live.
- In some federal states, you can only withdraw cash 2-3 times a month.

Information on the war in Ukraine

Information from the Federal Foreign Office and the Federal Office for Migration and Refugees

Here you can find out what is important at the moment - for example, what the current [situation](#) is. You can also find rules here if you want to enter Germany or if you need a visa. We have already written down some important questions and answers for you:

I am in Germany without a visa - what can I do now?

If you come from Ukraine, you do not currently need a visa to come to Germany. From the day you arrive, you can stay here for up to 90 days without special permission. You can even stay in Germany without a special residence permit until **4 March 2027**.

During the 90-day visa exemption period, you can consider whether you would like to stay in Germany for longer. There are various options for this:

1. You can apply for a residence permit under Section 24 of the Residence Act within 90 days of your first entry into Germany. This provision specifically regulates the situation for war refugees from Ukraine on the basis of the EU decision. You can find out who is eligible for a residence permit under Section 24 of the Residence Act [here](#). You can find answers to the procedure [here](#).
2. You can apply for a residence permit for another purpose within 90 days of your first arrival in Germany. For example, to study or for gainful employment. This may be more favourable for you. You can seek advice on this from the authorities if you have an appointment, or you can find out more in advance on the website: <https://www.make-it-in-germany.com/>.
3. Alternatively, you can apply for asylum. However, this option is not recommended due to the less favourable legal consequences - such as the restriction on taking up employment and the obligation to live in an initial reception centre.

Do you have a valid residence permit in accordance with Section 24 of the Residence Act as of 1 February 2026?

Your residence permit will be automatically extended and will then be valid until 4 March 2027. You do NOT need to visit the immigration office for this. You can find more information on [Germany4Ukraine](#).

What happens when you arrive in Germany?

When you come to Germany, there are a few important steps that you have to take one after the other. This is how it works:

- First, you register - this is called registration.
- If you need help from the state (for example money or food), you will be told where you can live.
- Then you register your new address, i.e. where exactly you now live.
- Finally, you apply for a permit so that you can stay in Germany for longer.

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

Can I work in Germany with a residence permit for temporary protection?

Yes, you can. However, before you can work, the immigration authority must authorise it. The immigration authority will often already enter in your residence permit that you are allowed to work - even if you do not yet have a job. This is good, because then you no longer need an extra permit from another authority.

The immigration authorities will issue so-called fictitious certificates as soon as you submit your application. These bridge the right of residence until the actual residence title can be issued and granted. The foreigners authority will also enter "Gainful employment permitted" in the fictitious certificate. This fictitious certificate therefore authorises you to work in Germany either as a self-employed person or as an employee. Special professional access requirements (such as a licence to practise medicine or a permit for a trade requiring a licence) naturally apply to

persons with temporary protection in the same way as to all others. However, the procedures for recognising foreign professional qualifications are also open to those affected, just like everyone else.

Persons with a residence permit for temporary protection in Germany can also receive counselling and placement services from the employment agencies in accordance with SGB III.

Should people from Ukraine apply for asylum?

No, that is not necessary. The necessary protection is granted in a different, faster procedure. It is therefore recommended that you do not apply for asylum. However, if you want to apply for asylum later, you can still do so.

As a result of the decision to admit war refugees in accordance with Article 5 (1) of Council Directive 2001/55/EC of 20 July 2001 on minimum standards for giving temporary protection, a residence permit in accordance with Section 24 of the Residence Act (AufenthG - Residence Permit for Temporary Protection) will be granted to the group of persons covered by the decision upon application.

Registration upon entry does not constitute an application for asylum. The asylum procedure requires an application for asylum to be submitted to the responsible branch office of the Federal Office for Migration and Refugees.

For these reasons, it is not necessary to file an asylum application to secure a right of residence or to claim social benefits.


Information portal of the German government

The Federal Ministry of the Interior and Homeland offers a digital information portal in German, English, Russian and Ukrainian. Here you will find all official information about residence and living in Germany.

 [Germany4Ukraine](#)

Embassy of Ukraine in Berlin

 [+493028887128](tel:+493028887128)

 [Albrechtstraße 26, 10117 Berlin](#)

About Integreat

Integreat is a guide to support you in your everyday life. You will find important addresses, contacts and tips and tricks to help you find your way around.

This guide has several chapters. Each chapter deals with a different topic. Among other things, you will find information on doctors, schools, German courses and other institutions. There is also a chapter with ideas on what you can do in your free time. The information and leisure activities change. Your local authority updates them regularly. That's why it's a good idea to check your mobile app often. You will always be informed about current activities and events. You can rely on the information in Integreat.

Download Integreat from your [app store](#). You can also use this app offline if you don't have internet access. When you are back online, the app will update itself.

Sharing information

Important information that you want to pass on, for example, can be downloaded as a PDF in the web app and shared. In the mobile app, you can share interesting content directly, for example via WhatsApp, Facebook or e-mail.

The latest news

You can also receive push notifications with the Integreat smartphone app. You can agree to receive them in the app settings. Important or urgent information is sent to you via push notifications.

Feedback

You can contribute to the further development of the Integreat app in your municipality. You can give feedback using the smiley icons. This feedback is sent to the people who create the content. You can praise or criticise. Write down as many details as possible for ideas or criticism.

Read aloud function

The content of the Integreat app can also be read aloud. To do this, the read aloud function must be switched on in the smartphone settings. This works in all languages. Alternatively, the built-in read aloud function in Integreat can also be used via the menu.

We very much hope that we can make your life in Germany easier with this app.

Apps and websites about life in Germany

Apps and websites about life in Germany

Would you like to know how to live in Germany? What the rules are, what rights and responsibilities people have here? These websites have very helpful information:

Make it in Germany

The website "[Make it in Germany](#)" belongs to the German government. It is for people who come from other countries and want to work here. On this website there are job adverts and support in finding a job. There is also information about visas and other important things. This information is available on

🗣️English, español, français.

Handbook Germany

Would you like to find out more about the culture in Germany? Would you like to know how people live in Germany and what the rules are?

The "[Handbook Germany](#)" page provides information about life in Germany. You can watch

videos and read texts.

🌐 Deutsch, English, العربية, فارسی, Türkçe, français, پښتو

Arrive app

The "[Ankommen](#)" app from the BAMF provides information on life in Germany.

Here you will find information on the topics of asylum and learning German. You will also find information on training and work.

🌐 English, français, العربية, فارسی

Just landed

The website "[Just landed](#)" also provides an insight into life in Germany. There you will find information about life in Germany.

You can view adverts. You can also post your own adverts. There is a section for property and jobs. This section is especially for people from other countries. You can also exchange information in groups. There are forums for people who are new.

🌐 English, español, français, italiano, Nederlands, polski, русский

Facts about Germany

On the website ["Facts about Germany"](#) you will find lots of important and interesting information about Germany.

🌐 English, Français, Deutsch, español, português, русский, العربية und ☐☐

Refugee Guide

The [online guide](#) helps with orientation and explains how people live in Germany.

🌐 The texts are translated into 16 different languages.

Important offices

The Donau-Ries District Office

What can you do at the district administration office?

You can submit important applications to the district administration office. The district administration office is responsible

- if you want to apply for or extend a residence permit.
- if you want to have your driving licence transferred.
- if you want to register a car.
- if you need financial support.
- if you are looking for help for family, children or care.

Landratsamt Donau-Ries

- 📍 [Pflegstraße 2, 86609 Donauwörth](#)

- [+49906740](tel:+49906740)
- <https://www.donau-ries.de/>


Job centre

The job centre helps with

- the application and questions about the citizen's allowance
- Job searches for people who receive citizen's allowance
- the search for further training for people receiving citizen's allowance

Who can apply for citizen's allowance?

- People who can work and need help
- People with a foreign passport. However, they must fulfil the following criteria:
 1. As a rule, people from EU must fulfil the so-called employee status. According to the FreizügG/EU. No generalised statements can be made in this regard.
 2. Persons from third countries must generally have a residence title or a fictitious certificate for a residence permit that authorises them to receive citizen's allowance. A residence permit or a tolerated stay according to AufenthG is not sufficient.

 **Note:** Do you have a Aufenthaltsgestattung or Duldung? Then contact the [Bundesagentur für Arbeit](#).

You can contact the job centre without obligation to check your specific situation.


How can the job centre help you?

The job centre can help you


- with your financial security. For example, the job centre will cover rental costs or payments to secure your livelihood
- through personal counselling and support
- with your job search
- with further training
- when looking for a language course
- by providing advice on the recognition of foreign school certificates and professional qualifications

Jobcenter Donau-Ries

 [Zirgesheimer Straße 9, 86609 Donauwörth](#)

 [+49 \(0\) 906788770](tel:+49(0)906788770)

 <https://www.arbeitsagentur.de/vor-ort/jobcenter/j...>

 Alternatively, you can also use the [job centre app](#)

Employment Agency

The Federal Employment Agency is responsible for everything to do with employment. Are you looking for a job? Do you need help choosing a career? Would you like to have your qualifications recognised? Then contact the Federal Employment Agency.

👤 Is your asylum procedure still ongoing? Or are you tolerated? Then the Employment Agency is your point of contact. They will help you with questions about the transition between school and work (careers advice). They will place you in work. And they will advise you on further vocational training.

👤 Are you recognised? Then the [job centre](#) is your point of contact. They will advise and place you in the labour market.

Bundesagentur für Arbeit

📍 [Zirgesheimer Straße 9, 86609 Donauwörth](#)

☎ [+49 \(0\) 8004555500](#)

🌐 <https://web.arbeitsagentur.de/portal/kontakt/de>

Social welfare office

The social welfare office is responsible for **providing social assistance**. This includes the following benefits:

- Basic security in old age and in the event of reduced earning capacity
- Care assistance
- Help with living expenses
- Assistance to overcome particular social difficulties
- Assistance with health
- Assistance in other life situations
- Assistance according to AsylbLG

The Social Welfare Office **will advise and support** you in all matters relating to these topics.

At the Social Welfare Office you will be asked about your financial circumstances. You will therefore have to show whether you have any valuables such as jewellery or money. You will sign some documents and declarations. Please bring all your papers with you. All persons who are registered on your residence permit must accompany you to the appointment.

The Social Welfare Office is your contact for the following issues:

- Vouchers for initial baby equipment and for your child's school supplies
- Money for train tickets to interview appointments
- Sickness certificates, authorisation for operations and other medical procedures
- Education and participation package (BUT)
- Activity and employment programme

Sozialwesen

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@sozialwesen@lra-donau-ries.de](mailto:sozialwesen@lra-donau-ries.de)

 <https://www.donau-ries.de/leben/sozialwesen>

Aliens (Aliens Department)

Would you like to live in Germany as a foreign national? Then you need a [residence permit](#). Go to the Foreigners' Registration Office. You can apply for a residence permit there.

What you can do at the Foreigners' Registration Office:

- Proof of arrival: Renew this proof.
- Residence permit: This can be reissued or extended.
- Work permit: Apply for or extend your work permit.
- Citizenship: If you fulfil the requirements, submit an application to become a German citizen

Ausländerwesen

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@auslaenderamt@lra-donau-ries.de](mailto:auslaenderamt@lra-donau-ries.de)

 <https://www.donau-ries.de/leben/auslaendische-mit...>

Youth welfare office

Children's rights are important. Every child deserves to be respected and loved. Do you have a child? Then bring it up in accordance with children's rights. This is important for the well-being of your child. You can find out more in the chapter on [children's rights](#).

The Youth Welfare Office supports parents in bringing up children and young people. Anyone can contact the Youth Welfare Office free of charge. Are you a child or young person? Do you have problems? Then you can contact the Youth Welfare Office.

Responsibilities of the Youth Welfare Office:

- Supporting young people in their individual and social development
- Advise and support parents in their upbringing
- Protecting children and young people
- Creating positive conditions for young people and families
- Avoiding and breaking down barriers

Have you had a child? Then the youth welfare office contacts you after a few weeks. You would like a home visit. You can get to know the Youth Welfare Office. You will then receive a whole folder with information and offers. These are important for your child and your family.

Unaccompanied minor refugees are also subject to youth welfare law. This means that the case goes to the youth welfare office.

Amt für Jugend und Familie

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@jugendamt@lra-donau-ries.de](mailto:jugendamt@lra-donau-ries.de)

 [+49906746238](tel:+49906746238)

 <https://www.donau-ries.de/leben/jugend-familie>

Health department

The public health department is part of the healthcare system in Germany. For example, it is responsible for protecting the population from infectious diseases. Or it deals with hygiene in companies. These can be hospitals and care centres. Or restaurants and cafés. Would you like to work in a restaurant? Then you need an instruction on infection protection. The public health department also has other tasks. It provides advice on AIDS. And looks after the medical service. In schools, they provide information on how to prevent diseases. And in general, it informs the population about health risks.

Gesundheitsamt - Humanmedizin

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@gesundheitswesen@lra-donau-ries.de](mailto:gesundheitswesen@lra-donau-ries.de)

 [+49906741310](tel:+49906741310)

 <https://www.donau-ries.de/leben/gesundheitsamt-hu...>

Registry office

Every town in the district of Donau-Ries has its own registry office (Standesamt). These are based in the administration or town hall (Rathaus). The registry office has several tasks. Have you had a child? Then you must register the birth with the registry office. The registry office will then notarise the birth. Do you want to get married? Then the registry office will register the marriage.

The tasks at a glance


- Notarising births and deaths
- Concluding marriages and partnerships
- Receiving resignations from the church
- Changing names
- Issuing certificates (birth, death, marriage certificate)

You will find the registry office in your town hall.

[Municipalities in the district of Donau-Ries](#)

Residents' Registration Office/Citizens' Registration Office

In principle, all people who come to Germany and wish to stay for longer than three months must register their residential address with the authorities after two weeks at the latest. Are you moving within Germany? Then you must inform the authorities of your new address.

 This registration has nothing to do with registering as an asylum seeker or registering with the [foreigners authority](#). You must do this in addition.

You can find out how to register as a refugee in the chapter on [asylum and refugees](#).

Who has to register and when?


All people who move to Germany or move within Germany must register or re-register at the Residents' Registration Office (often also called the Citizens' Registration Office or Citizens' Office). Registration within two weeks is mandatory.

Are you registering too late or not at all? Then you may have to pay a fine.

When you register, you will receive an "official confirmation of registration". Keep this document in a safe place. You can use it to prove - even without your ID - that you are registered in a municipality or city in Germany. This means that you are resident there.


What do I need to bring with me to register?

You must register in person at the Residents' Registration Office or Citizens' Registration Office.

 You can find the address of your residents' registration office or citizens' registration office at the bottom of this page.

You must bring your **ID** (identity card, residence permit, residence document, etc.) with you when registering. Do you have a passport? Or passport replacement documents? Then bring these with you too. You must also fill in a **registration form**. You can obtain the form directly from the residents' registration office.

In some cities / municipalities, you will also need a so-called "**landlord's confirmation of moving in**" for the registration. This is a document in which your landlord or landlady confirms that you are renting his or her flat. Sometimes **your birth certificate or marriage certificate** is also required for registration. If you have these documents, bring them with you to the registration as a precaution.

 Select the municipality in which you live. You will then be forwarded to the contact details of your local residents' registration office or citizens' office.

- [Alerheim](#)
- [Amerdingen](#)
- [Asbach-Bäumenheim](#)
- [Auhausen](#)
- [Buchdorf](#)

- [Daiting](#)
- [Deiningen](#)
- [Donauwörth](#)
- [Ederheim](#)
- [Ehingen am Ries](#)
- [Forheim](#)
- [Fremdingen](#)
- [Fünfstetten](#)
- [Genderkingen](#)
- [Hainsfarth](#)
- [Harburg](#)
- [Hohenaltheim](#)
- [Holzheim](#)
- [Huisheim](#)
- [Kaisheim](#)
- [Maihingen](#)
- [Marktoffingen](#)
- [Marxheim](#)
- [Megesheim](#)
- [Mertingen](#)
- [Mönchsdeggingen](#)
- [Monheim](#)
- [Möttingen](#)
- [Munningen](#)
- [Munster](#)
- [Niederschönenfeld](#)
- [Nördlingen](#)
- [Oberndorf](#)
- [Oettingen](#)
- [Otting](#)
- [Rain](#)
- [Reimlingen](#)
- [Rögling](#)
- [Tagmersheim](#)
- [Tapfheim](#)
- [Wallerstein](#)
- [Wechingen](#)
- [Wemding](#)
- [Wolferstadt](#)

Counselling and support

What are counselling centres?

You can go to a counselling centre if you have questions or problems. There you will receive professional support and advice from trained staff.

Counselling is free of charge. The staff are bound to confidentiality. This means that they are not allowed to pass on any information if you do not want them to. Counselling is often also available anonymously. This means that you do not need to give your name.

You can ask if the staff speak a language other than German and English.

In some counselling centres, you must make an appointment for counselling. You can do this in advance by telephone.

If you cannot immediately find the right counselling centre, ask! The counselling centres usually know each other and can direct you to the right address.

Flight and migration

Refugee and integration counselling

Have you applied for asylum? Then you can seek advice at the asylum counselling centre. You can also go to the counselling service if you are a new immigrant with permanent residence status.

Asylum seekers and refugees can seek advice on everyday matters. The counsellors help with the following topics:

- Asylum procedure - information and answers to questions
- Information about German law
- Help and advice with questions about authorities
- Finding local services
- Orientation on site
- Advise and help with everyday problems
- Advice on integration programmes (such as language courses)
- Advice on questions about family reunification
- Refer people to other specialised services
- Advise on voluntary return or onward migration
- They are contact persons for volunteers. They answer specialised questions about the asylum procedure

👥 Do you have a secure right of residence? Then the [migration counselling](#) service [for adult immigrants](#) can also help you. It advises adults aged 27 and over. Families can also seek help there.

👥 Are you under the age of 27? Then the [Youth Migration Service](#) is the right place to go.

Flüchtlings- und Integrationsberatung Diakonie Donau-Ries gGmbH | Flüchtlings- und Integrationsberatung

[📍 Würzburger Straße 13, 86720 Nördlingen](#)

[@dw@diakonie-donauries.de](mailto:dw@diakonie-donauries.de)

[☎ +49 \(0\) 9081290700](tel:+4909081290700)

[🌐 https://www.diakonie-donauries.de/beratung-und-hi...](https://www.diakonie-donauries.de/beratung-und-hi...)

Flüchtlings- und Integrationsberatung Caritasverband für die Diözese Augsburg e. V. Beratung | Flüchtlings- und Integrationsberatung

[📍 Kronengasse 32, 86609 Donauwörth](#)

[☎ +49 \(0\) 90699989400](tel:+49090699989400)

[🌐 https://www.caritas-augsburg.de/migration](https://www.caritas-augsburg.de/migration)

Migration advice centres for adult immigrants (aged 27 and over)

Arriving in a new country is not easy. Language, housing, work and culture: all these issues are important for your future life in Germany. Are you or your family new to Germany? Are you older than 27? Then you can seek advice from organisations. To do so, you must be authorised to live in Germany. You need a residence permit. Counselling is free of charge. Help, support, information and clarification are available on the following topics:

- Where can I learn German?
- How do I apply for a German course?
- How do I find a flat?
- Where can I apply for financial aid?
- Who can help me find a job?
- Can my degree be recognised in Germany?
- Which doctor can I go to?
- Who will help me during my pregnancy?
- How can my family also come to Germany?
- If necessary, accompaniment to offices and authorities by volunteers
- Information on migration and integration measures

Counselling is available in German and many other languages. It is free of charge. And support is provided regardless of your origin, religion or nationality.

💡 Are you between 12 and 27 years old? Then there is a separate counselling service for you: [Youth migration services](#)

Flüchtlings- und Integrationsberatung Caritasverband für die Diözese Augsburg e. V. Beratung

[📍 Kronengasse 32, 86609 Donauwörth](#)

[☎ +49 \(0\) 90699989400](tel:+49090699989400)

[🌐https://www.caritas-augsburg.de/migration](https://www.caritas-augsburg.de/migration)

Youth migration services

The Youth Migration Services (JMD) support young immigrants. These people are aged between 12 and 27. They help them to settle in Germany as quickly as possible. They support you with the following topics:

- Questions about general orientation
- School, training, career
- Personal questions
- Financial and legal issues

Yuliia Rettinger | Jugendmigrationsdienst Donauwörth

📍 [Äbtissin-Gunderada Straße 3, 86609 Donauwörth](#)

✉ [@Yuliia.rettinger@ib.de](mailto:Yuliia.rettinger@ib.de)

☎ [+49 \(0\) 73114006770](tel:+49(0)73114006770)

☎ [+49 \(0\) 15777914046](tel:+49(0)15777914046)

🌐 <https://www.internationaler-bund.de/>

Yuliia Rettinger | Jugendmigrationsdienst

📍 [Hallgasse 19, 86720 Nördlingen](#)

✉ [@Yuliia.rettinger@ib.de](mailto:Yuliia.rettinger@ib.de)

☎ [+49 \(0\) 73114006770](tel:+49(0)73114006770)

☎ [+49 \(0\) 15777914046](tel:+49(0)15777914046)

🌐 <https://www.jugendmigrationsdienste.de/jmd/neu-ul...>

Return to the home country

Central return counselling

Do you want to return to your home country? Are you in the asylum procedure and have received a negative decision from the BAMF? You are at Duldung? You want to return despite having a residence permit? You don't know how to get your passport back? Or do you need financial help for your return journey?

The Central Return Counselling Service (ZRB) will advise you on how to leave the country voluntarily. After the counselling, you decide for yourself whether you want to leave voluntarily or not.


🌐 [Central Return Counselling South Bavaria \(zrb-suedbayern.de\)](https://www.zrb-suedbayern.de)


You will receive counselling on the following topics:


- Passport and travel documents
- Assumption of travel costs
- Financial support (e.g. in case of illness, disability)
- Information about the situation in your home country
- Individual qualification offers

The return counselling service in Augsburg is responsible for the district:

 [ZRB Südbayern in Augsburg \(zrb-suedbayern.de\)](https://www.zrb-suedbayern.de)

 [Lange Gasse 4, 86152 Augsburg](#)

 [0821 5089632](tel:08215089632)

 info@zrb-suedbayern.de

The office in Augsburg is open at the following times

Monday 9:00 a.m. - 12:00 p.m. / 2:00 p.m. to 4:00 p.m.


Tuesday 9:00 a.m. - 12:00 p.m. / 2:00 p.m. to 4:00 p.m.

Wednesday 9:00 a.m. - 12:00 p.m. / 2:00 p.m. to 4:00 p.m.

Thursday 9:00 a.m. - 12:00 p.m. / 2:00 p.m. to 4:00 p.m.

Friday 9:00 am - 12:00 pm

A new start at home

 [Startfinder](#) advises people who have returned to their country of origin and need help there. For example, how to find a job after their return or how to set up their own business. The counselling teams also offer information on medical and psychosocial help, childcare and education and finding accommodation.

Counselling for these countries:

Afghanistan, Egypt, Albania, Gambia, Ghana, Iraq, Kosovo, Morocco, Nigeria, Pakistan, Senegal, Serbia or Tunisia.

 [Homepage | Startfinder](#)

Information is also available here:

 [Information portal on voluntary return and reintegration \(returningfromgermany.de\)](https://www.returningfromgermany.de)

Counselling centres - Pregnancy and birth

Counselling centres - Pregnancy and birth

Would you like to have a baby? Are you already expecting a baby?

Do you have lots of questions?

Do you want to do everything right during pregnancy?

Do you want to prepare well for the baby?

Are you unintentionally pregnant and don't know what to do?

Then go to a counselling centre. The counselling centres will support you before and after the birth. The counsellors will be happy to help you.

What support can you get at a counselling centre?

They will advise you on family planning and contraception.

They will help you if you have medical questions.

They will support you with financial questions.

They can answer your questions about legal matters.

They support you in the event of separation and divorce during pregnancy.

They will help you with unwanted pregnancies.

They can show you other counselling options.

And much more ...


Counselling is free of charge and anonymous if you wish.

The following institutions and counselling centres are available in the district of Donau-Ries:

Staatlich anerkannte Beratungsstelle für Schwangerschaftsfragen, Landratsamt Donau-Ries

 [Äbtissin-Gunderada-Straße 3, 86609 Donauwörth](#)

 @schwangerenberatung@lra-donau-ries.de

 [+49 \(0\) 906746112](tel:+49(0)906746112)

 <https://www.donau-ries.de/leben/schwangerschaft>

Staatlich anerkannte Beratungsstelle für Schwangerschaftsfragen, Landratsamt Donau-Ries

 [Bürgermeister-Reiger-Str. 5, 86720 Nördlingen](#)

 @schwangerenberatung@lra-donau-ries.de

 [+49 \(0\) 906746112](tel:+49(0)906746112)

 <https://www.donau-ries.de/leben/schwangerschaft/s...>

Donum Vitae in Bayern e.V

 [Volkhartstraße 5, 86152 Augsburg](#)

 @augsburg@donum-vitae-bayern.de

+49 (0) 8214508888

<https://augsburg.donum-vitae-bayern.de/>

Sozialdienst Katholischer Frauen e.V.

Am Katzenstadel 1, 86152 Augsburg

[@schwangerenberatung.augsburg@skf-augsburg.de](mailto:schwangerenberatung.augsburg@skf-augsburg.de)

+49 (0) 8214208990

<https://skf-schwangerenberatung.de/augsburg/>

Counselling for addictions

What is an addiction?

An addiction is a pathological and compulsive dependence on a substance. This can be alcohol or drugs, for example. Non-substance-related addictions are special types of behaviour. This can be gambling or computer addiction, for example.

The transition from "normal" use of a substance to addiction is dangerous. Sometimes it is not easy to recognise. Do you have any questions about addiction? Do you need help? Then get in touch with the contact persons:

Caritasverband für die Diözese Augsburg e. V. | Suchtfachambulanz

Zehenthof 2, 86609 Donauwörth

[@suchtfachambulanz.donauwoerth.Zehenthof@caritas-...](mailto:suchtfachambulanz.donauwoerth.Zehenthof@caritas-...)

+49 (0) 90670595670

<https://www.caritas-donau-ries.de/beraten-und-hel...>

Suchtfachambulanz

Würzburger Straße 13, 86720 Nördlingen

[@suchtfachambulanz@diakonie-donauries.de](mailto:suchtfachambulanz@diakonie-donauries.de)

+49 (0) 90812907030

<https://www.diakonie-donauries.de/beratung-und-hi...>

Further information

You can find various information on the topic of addiction here:

- The explanatory videos for refugees, published by the Hessische Landesstelle für Suchtfragen e.V. (HLS)
- The information cards and flyers, published by: Unabhängig bleiben! The Berlin Centre for Addiction Prevention
- Leaflets and brochures on addiction prevention, published by the City of Nuremberg
- Specialist publications and materials on the subject of prevention, published by: Landesgesundheitsamt Baden-Württemberg

Inclusion

Inclusion advice centres

People with disabilities often have questions for which they need counselling.

For example, at school, at work or with the authorities.

There are special advice centres for this.

The advice centres help:

People with disabilities
Families and friends
other important people

The counselling centres provide information.

They listen.

They help with questions.

The counselling centres want

That people with disabilities can participate everywhere.
That people with disabilities can make their own decisions.
That there are fewer obstacles in life.

Contact an advice centre if you have any questions. The counsellors will be happy to help you.

💡 Counselling is free of charge and confidential.

EUTB - Ergänzende Unabhängige Teilhabeberatung (Supplementary independent participation counselling)

The EUTB is a place where people can go to ask questions about disability and find out what support is available.

EUTB - Ergänzende Unabhängige Teilhabeberatung

📍 [Zirgesheimer Straße 13, 86609 Donauwörth](#)

✉ @eutb@sanktjohannes.com

 [+49 \(0\) 90670010150](tel:+49(0)90670010150)

 <http://www.sanktjohannes.com>

Educational & integration assistance

Educational and integration support helps children and young people who find it difficult to live like other children because they sometimes feel different. However, they need a special assessment from a doctor who specialises in children and young people.

Amt für Jugend und Familie

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@jugendamt@ira-donau-ries.de](mailto:jugendamt@ira-donau-ries.de)

 [+49906746238](tel:+49906746238)

 <https://www.donau-ries.de/leben/jugend-familie>

Education authority - Independent counselling centre

The Independent Advice Centre is a place where parents of children at school or kindergarten can get help. They provide support with questions about how all children can learn together, help to talk to teachers and find experts outside the school if necessary. They also take a close look at where a child could use help.

Schulamt - Unabhängige Beratungsstelle

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@schulamt-inklusionsberatung@donau-ries.de](mailto:schulamt-inklusionsberatung@donau-ries.de)

 [+49 \(0\) 90809237933](tel:+49(0)90809237933)

 <https://www.donau-ries.de/leben/schule/staatliche...>

Open work with the disabled

Offene Behindertenarbeit (OBA for short) promotes the participation of people with disabilities.

What exactly does OBA do?

It provides information and advice on all aspects of everyday life.

It provides information about rights and opportunities.

It offers low-threshold and outpatient care.

It organises inclusive leisure activities.

It organises educational opportunities.

It helps people to live as independently as possible.

It supports families.

It provides referrals to further counselling and services.

Counselling at OBA is free of charge. A fee may be charged for other services (such as leisure activities).

Which institutions offers OBA?

The institutions in the district of Donau-Ries are grouped together at ARGE OBA.

Each institution describes its services on its own website. Take a look at the websites. You are sure to find something that suits you.

Bayrisches Rotes Kreuz – Kreisverband Nordschwaben

[Offene Behindertenarbeit - BRK KV Nordschwaben](#)

Caritasverband für den Landkreis Donau-Ries e.V.

[Allgemeine Soziale Beratung](#)

Diakonie Donau-Ries

[in Alltag und Freizeit | Diakonie Donau-Ries](#)

Diakoneo

[Offene Behindertenarbeit \(OBA\)/Offene Hilfen Region Nördlingen | Diakoneo](#)

Lebenshilfe Donau-Ries e.V

[Freizeit & OBA - Lebenshilfe Donau-Ries e. V.](#)

Stiftung Sankt Johannes

[Bildung und Freizeit - Sankt Johannes Stiftung](#)

Donau-Ries Inclusion Advisory Board

The Inclusion Advisory Board is a committed group of people. They are committed to inclusion in the district. The members help the district with ideas. They tell us how to break down barriers. They make suggestions for more inclusion.

What are the tasks of the Donau-Ries Inclusion Advisory Board?

- Standing up for the rights of people with disabilities
- Central building block for the self-representation of people with disabilities
- Sharing experiences and learning from them.
- Creating and implementing an action plan for more inclusion

 1st Chairman Klaus Berger (external contact outside the District Office)

Would you like to contact the Inclusion Advisory Board? Then you can contact them here:

@inklusionsbeirat_donauries@t-online.de

Care support centre Donau-Ries

Do you or someone in your family need help with care? This could be help with dressing, eating, cleaning, etc.

There are care counselling services in Donauwörth and Nördlingen. They provide information and help if you need support in everyday life.

Who can contact the advice centre?

The advice centre is for all people who have questions about care. These are often older people or relatives. However, parents of sick children also receive counselling.

How does the care advice centre help?

The counsellors will show you offers and possibilities. This can be help from a care service or financial assistance. They will also help you with applications (e.g. application for a care degree).

Where can I find the Donau-Ries care support centre?

The care support centre can be reached at two locations in the district. One office is in the district administration office in Donauwörth and the other office is in the district administration office in Nördlingen.

Counselling is free of charge and confidential.

Contact

 Donau-Ries care support centre

Abmess-Gunderada-Straße 3

86609 Donauwörth

 [0906 746116](tel:0906746116)

 [@pflgestuetzpunkt@lra-donau-ries.de](mailto:pflgestuetzpunkt@lra-donau-ries.de)

 Care support centre Donau-Ries

Bürgermeister Reiger-Straße 5

86720 Nördlingen

 [0906 746886](tel:0906746886)

 [@pflgestuetzpunkt@lra-donau-ries.de](mailto:pflgestuetzpunkt@lra-donau-ries.de)

Consumer advice centre

The consumer centres inform and support consumers in the area of private consumption. They provide advice on topics such as money, insurance, food, the environment, health and care,

energy, travel and contracts. The information you receive here is generally reliable.

Personal advice from the consumer advice centre costs money. The costs depend on the topic. You can enquire directly at a consumer advice centre in your area.

The consumer advice centre can help with the following questions and topics:

- Do I have to pay for television?
- Can I watch films or listen to music on the Internet?
- How do I use apps safely?
- What is a bank allowed to do in relation to an account, loan or debt?
- How can I get out of a contract?
- Environmental protection and health protection
- Electricity and gas contracts
- Saving energy

[Information from the consumer advice centre](#) on various topics for migrants is available in several languages. Most of the information is available in German, English, Ukrainian, French, Turkish, Romanian, Bulgarian, Arabic and Farsi.

Integration guides

We want to help people:

- Who come to us from other countries
- Who want to help migrants

Our offers for migrants:

- We show where you can learn German
- We help with difficult tasks and show you advice centres
- We support you in making new contacts

For our volunteers:

- We offer free training courses
- We meet regularly and talk about challenges
- We show you how you can help others

Integrationslotsinnen Donau-Ries

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@migration@lra-donau-ries.de](mailto:migration@lra-donau-ries.de)

 [+49906741051](tel:+49906741051)

 <https://www.donau-ries.de/migration>

That's us - integration guides of the district of Donau-Ries

The full-time Integrationslotsinnen (integration guides) look after volunteers who support people who come from other countries.

We help:

- Volunteers who want to support migrants
- People who come to us from other countries

For migrants we offer:

- Help with learning German
- Help with writing job applications,
- Making new contacts,
- Help with understanding the language

For our volunteer helpers we offer:

- Free courses where you can learn how best to help
- Meetings where you can exchange ideas with other helpers
- Information on how and where you can help

Everyone is welcome and can join us!

Integrationslotsinnen Donau-Ries | Integration

 [Pflegstraße 2, 86609 Donauwörth](#)

 @migration@lra-donau-ries.de

 [+49906741051](tel:+49906741051)

 <https://www.donau-ries.de/migration>

Projects for learning German

There are various projects in the district in which volunteers help people from other countries to learn German

Lernpaten 3500 (learning mentors)

Here, adults help children to learn German. They meet in kindergartens, schools or other places where there are children. The offer is free of charge.

Sprachkakaos - Language courses for children

This is a special course for very young children aged between three and six. A parent can come to the course with the child. The courses take place at various locations in the district.

To find out when and where the courses are, you can check the [homepage of the district office](#). These courses are also free of charge!

Sprachrallye Donau-Ries (Language rally)

If you want to meet new friends and improve your German, this is perfect for you! At Sprachrallye you have a partner with whom you visit various exciting places together. There you can speak and practise German together. You can also meet other participants and exchange ideas with them. It's fun and helps you to improve your German!

Integrationslotsinnen Donau-Ries | Integration

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@migration@lra-donau-ries.de](mailto:migration@lra-donau-ries.de)

 [+49906741051](tel:+49906741051)

 <https://www.donau-ries.de/migration>

Projects to get to know new people

Music project - Klangbrücke

Do you like making music? Do you like singing or playing an instrument? Then come to the Klangbrücke!

Anyone can join in - no matter how old you are or where you come from.

The group meets every 3rd Monday of the month at 16:00 in the [multi-generation centre in Donauwörth](#).

You can register for the Klangbrücke [here](#).

Sprachrallye Donau-Ries (Language rally)

Would you like to get to know new people? Would you like to improve your German language skills? Become part of the Sprachrallye.

Together with your tandem partner, you will visit various highlights. You can practise and improve your German.

At meetings with other participants you can exchange ideas and get to know new people.

Integrationslotsinnen Donau-Ries | Integration

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@migration@lra-donau-ries.de](mailto:migration@lra-donau-ries.de)

 [+49906741051](tel:+49906741051)

[🌐https://www.donau-ries.de/migration](https://www.donau-ries.de/migration)

Projects to overcome language barriers

Bewerbungscoach (Application coach)

Do you need help writing job applications? Are you looking for a job? Would you like to prepare for a job interview and need support?

Our application coaches will be happy to help you.

Dolmetscherpool Donau-Ries (Interpreter pool)

Do you have an important appointment and need someone to translate for you? Our volunteer interpreters will be happy to help you! You can request an interpreter who speaks your language via the [interpreter pool](#). Simply send the interpreter an e-mail with the date and reason for your appointment. Remember that the interpreter may ask for a small fee for their help.

Integrationslotsinnen Donau-Ries | Integration

📍 [Pflegstraße 2, 86609 Donauwörth](#)

✉️ [@migration@lra-donau-ries.de](mailto:migration@lra-donau-ries.de)

☎️ [+49906741051](tel:+49906741051)

🌐 <https://www.donau-ries.de/migration>

Language

Which language course is right for me?

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

You can find all the integration course providers currently offering courses in your area on the following website:

🌐 [Integration courses BAMF-NAVI](#)

Language levels

You can attend a German course. There are six levels: A1-C2. If you are learning a new language, you start at A1. You have C2 in your mother tongue.

The six levels mean in detail:

A1: Beginner

You can understand and use simple words and sentences.

You can introduce yourself and others.

You can ask questions about yourself.

You can answer questions.

A person speaks slowly and clearly. You can converse with them.

A2: Basic knowledge

You can understand sentences and frequently used words.

You can communicate in simple, everyday situations. You can describe your background, education and environment.

B1: Advanced use of language

You can understand a lot. You can say something about familiar topics and personal interests.

You can talk about experiences and events, dreams, hopes and goals. You can give brief reasons or explanations for plans and opinions.

B2: Independent use of language

You can understand the most important content of complex texts on concrete and abstract topics. You can also understand specialised discussions in your field of specialisation.

You can communicate fluently and spontaneously. You can justify a point of view on a topical issue with advantages and disadvantages.

C1: Specialised language skills

You can understand a lot of demanding, longer texts. You can also grasp implicit meanings.

You can express yourself clearly, in a structured and detailed manner on complex issues.

C2: (Almost) native speaker level

You can understand practically everything you read or hear with ease.

You can summarise information from different written and oral sources. You can give reasons and explanations in a coherent presentation. You can express yourself spontaneously, very fluently, precisely and with nuance.

Language courses**Integration courses**







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

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

 [Information on the application for admission to an integration course](#)

Who can take part in an integration course?

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

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

What can you learn in an integration course?

An integration course consists of 2 parts

Part 1: Language course with 600 units

The course has 600 UE (UE = teaching units). One teaching unit lasts 45 minutes. Here you learn the German language (vocabulary and grammar)

Topics from everyday life are discussed here. For example: work and profession, education, childcare, shopping, leisure, health, media, tolerated persons, housing

At the end there is a "German Test for Immigrants (DTZ)" exam

Part 2: Orientation course with 100 lessons

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

How much does an integration course cost?

Each lesson costs you €2.29. Do you receive social benefits (citizen's allowance, social assistance or similar)? Then the BAMF can exempt you from the costs. You must submit an application for this.

 [You can find the application form here](#)

Who organises integration courses in the district of Donau-Ries?

You can find local integration courses at


 www.bamf.de/Integrationskursort.html

Do you still have questions?

Do you need help with your application?

Don't know which course is right for you?
Do you have any other questions?
The language schools will be happy to help you.

Professional language courses

In job-related German courses (BSK courses) you can improve your German and your chances on the labour market. The prerequisite is a completed integration course (also below B1) or proof of a language level of at least B1. If you are authorised to participate, you can also take advantage of the courses while you are in employment or training or are in a vocational qualification programme or are preparing to enter the job market. You can find information in several languages at  [here](#).

There are courses with the target levels A2, B1, B2, C1. There are also specialised courses for individual occupational groups (care, trade, technology). A course usually has 400-500 hours. If you pass the exam, you will receive a certificate.

You can receive an authorisation to participate in a DeuFöV course:

if you are an EU citizen, immigrant from a third country with a residence permit, German or German with a migration background.

if you have a residence permit as a recognised person seeking protection (entitlement to asylum, refugee status, subsidiary protection).

if you have a residence permit and are from Syria or Eritrea (good prospects of staying).

if you have a tolerated stay permit in accordance with § 60a Para. 2 Sentence 3 AufenthG (stated in the tolerated stay permit), or if you have been in Germany for at least 6 months with a tolerated stay permit and are registered with the Employment Agency as unemployed, looking for work or training, or if you are working or in training.

Important: To participate, you need an authorisation to participate from the employment agency or job centre! You may also be obliged to attend a course. Talk to your counsellor.

You are not registered with the employment agency or job centre? Are you working? Or are you in an introductory training programme, in vocational training or in a recognition procedure for your vocational or training qualification or do you need a certain language level for your job in Germany? Then apply directly to the BAMF for authorisation to participate. You can find application forms [here](#).

Costs

If you receive unemployment benefit I or II, or asylum seeker benefits, or your taxable income is less than €20,000 (€40,000 for married couples), the course costs nothing.

If you are gainfully employed and earn more, one lesson costs €2.42. A 400-hour course then costs €968. If you successfully pass the final test and no more than 2 years have passed between the issue of the authorisation to participate and the test, you can submit an application to the BAMF and receive 50% of the costs you have paid back.

The refugee and integration counselling service, migration counselling service, youth migration service or the course providers will support you with all applications.

You can find course providers under Integration courses. Or ask your advisor at the employment agency or job centre.

Voluntary language courses

In addition to the official German courses, there are also other ways to practise German in the district.

These groups are run by volunteers who are happy to share their time and knowledge. Most of them are people whose first language is German. Sometimes they are also teachers who no longer work.

Anyone can join these groups, regardless of their residence status.


Donauwörth


 [German courses in the multi-generation centre in Parkstadt, Donauwörth](#)


Online language courses and online study

Online language courses


You can learn German on your smartphone or computer (also free of charge). Take advantage of the great offers to learn German quickly and make good use of the waiting time for a language course. These offers can also be useful during a language course.


 [Lunes App](#): The app helps you at school. And in training. And at work. The app has lots of information about words from different professions. There is a picture for each word. So you learn the German words. And there is a read-aloud function. Various exercises make learning fun. You can learn and memorise the vocabulary.


 [Serlo ABC](#): A free alphabetisation app for self-study or as a supplement to a language course. The app is approved as a textbook for integration courses.


 [Mein Deutschbuch](#): Comprehensive offer for learning the German language. The website is aimed at learners and teachers, A1-B2.

 [Deutsch-Uni Online \(DUO\)](#): Language learning programmes for A1 to C2.

 [Basic language course from Deutsche Welle](#): This online language course contains modules on literacy and job-related language skills. There is also a placement test.

 ["The City of Words"](#): App and website for playful vocabulary learning without prior knowledge in German, English, French and other languages.

 [VHS learning portal](#): Free German courses. You can also learn to read, write and do maths. There is also help for preparing for school-leaving exams in German, maths and English.

 [Language placement test](#): onSET-online language placement test for refugees and for language categorisation for full-time and voluntary workers.


Online study

Many refugees and asylum seekers want to go to university. But it is difficult for them. Because they have to pay a lot of money for university. And they often need good certificates and papers. Kiron Higher Education offers a good solution: Tuition fees are not important for refugees and asylum seekers. And they don't need good certificates and papers. The university offers places for everyone. The first 2 years go to university online. You can watch the courses in English. You can also add subtitles in any language. In the third year you go to the university on site. You can learn German while studying. You also get other help and counselling.

 [Website Kiron](#)

Learn German without a course

Language cafés

There are also many volunteers in so-called language cafés (or Sprachtreffs) who can help you learn German. In the language cafés you can meet up with other people and speak German with them. This allows you to practise your German and learn new words. And maybe even make new friends along the way. In the language cafés, it doesn't matter whether you have previous knowledge or not. Everyone sits together in small groups and simply chats. You can also find contact details of people who organise language cafés under Volunteer language courses.  [Voluntary language courses](#)

Tandem


You can also look for a tandem partner. This is a person who speaks German very well and wants to learn your language. You meet up and take it in turns to learn and speak German and your language. This way you learn German and the other person learns your language.


 Ask the



[Integration guides](#) for help in finding a tandem partner.

Libraries

In public libraries you will find many dictionaries and learning materials for learning German. You can also study there in peace and quiet and usually also use the WLAN. You can search for a public library near you on the  [website of the German Library Statistics](#). Use is either free or very cheap.

 Search instructions: To search, click on "Circle" (Kreis) and then on "Set filter" (Filter einstellen). Then select `[[Ihre Kommune]]`. The municipalities are sorted by federal state. You must search at `[[Bundesland der Kommune]]`. Then click on "Set filter" again (Filter einstellen). Then click on "Show hit list" (Trefferliste anzeigen). Under "Name" (Name) you will then see the name of the library and under "City" (Ort) the city where the library is located. Have you found a suitable library? Click on the arrow on the far left to see the address.

Interpreter

Find an interpreter

You don't speak German very well yet. You have to go to a public authority. Then you need an interpreter. An interpreter is also helpful when you go to a doctor. Or at parents' evenings at school. Or at nursery school. You will then understand better what people want to say to you.

💡 Some authorities and organisations have their own interpreters. The authorities can use them in counselling sessions. You make an appointment. Please always ask whether an interpreter will be provided free of charge.

💡 Official documents such as certificates, marriage or birth certificates may only be translated by state-certified translators in Germany. These translations can be very expensive. It is best to check in advance whether you really need a certified translation and compare the translation prices.

Lay interpreters

If you need an interpreter, you can make use of our pool of volunteer interpreters. You can see active interpreters via the following link. Select the language you speak and send the person an e-mail with a request for interpreting. For a small fee, these people will be happy to help you.

🌐 [Donau-Ries interpreter pool](#)

Become an interpreter

Do you speak German very well? Then you can volunteer to support your fellow countrymen who do not speak English or German. For example, you can accompany them to visits to the authorities or other appointments. Register for the training course to become a lay interpreter.

🌐 [Interpreter pool training](#)

Integrationslotsinnen Donau-Ries

📍 [Pflegstraße 2, 86609 Donauwörth](#)

✉️ [@migration@ira-donau-ries.de](mailto:migration@ira-donau-ries.de)

☎️ [+49906741051](tel:+49906741051)

Social life

Living

House rules

In cities, several people often live in one house. Rules are needed so that they can live well together. These rules are laid down in the house rules. Quiet hours are particularly important in Germany. Have a look at your house rules to see what time it has to be quiet. This is often the whole of Sunday. On other days, this is often from 10 pm. Make sure you are not too loud. Are people in the neighbourhood too loud? Then speak to them. Ask them to turn down the

music or television.

Energy and environment

You need gas and electricity for your home. You use these to operate various appliances. You probably cook with electricity or gas. Your washing machine also needs electricity. And your mobile phone anyway. Some appliances consume more than others. That's why you should always pay attention to energy consumption when buying a new appliance. Many appliances draw power in standby mode even though they are actually switched off. The best antidote is a switchable power strip. With just one click, several appliances can be disconnected from the power supply.

In many houses, the heating works with gas. You often pay your supplier monthly in advance. Then the bill is recalculated once a year. Sometimes you have to pay extra. Sometimes you get money back. If electricity and gas are expensive, it's worth saving money every month. Then you will have enough money if you have to pay extra.

💡 If you use energy sparingly, you will save money. It's also good for the environment. You can also read about how to heat, ventilate and save energy properly [here](#).

You mainly need water in the bathroom. But also in the kitchen, for cooking and washing up. Saving water pays off in several ways. You will pay less for water, waste water and the energy used to heat the water.

💡 Tips for saving water: Install an energy-saving shower head. Take a shower instead of a bath. Repair dripping taps. Install a flush-stop button in the toilet.

You can find more tips and useful information at the [consumer advice centre](#).

Buying new appliances

Always pay attention to the energy label when buying new appliances. This shows you how efficient the new appliance is. The energy label can be found on a wide variety of products. For example, on light bulbs, washing machines, televisions and heaters. Energy efficiency classes and information on product features such as electricity and water consumption or volume make it easy to compare different appliances. Energy-efficient appliances can save several hundred euros per year.

💡 There is an app for the energy label. It helps to compare energy-relevant information on selected products. The app provides further information on the efficient use of appliances. The app is available free of charge in German and English in [Google Play](#) and the [Apple App Store](#).

Broadcasting fees

Independent reporting is very important. Germany has independent radio, television and online programmes. ARD, ZDF and Deutschlandradio offer this. They report free from economic and political influences. Everyone pays money for this. This is called the licence fee.

The law stipulates that a licence fee must be paid for every home in Germany. However, only one person per home has to pay the licence fee. This costs €18.36 per month. The money must be paid to the ARD, ZDF and Deutschlandradio contribution service. Further information can be found in the following [information sheet](#). Alternatively on the [website of the licence fee](#)

[service](#). The website is available in several languages. (Languages: English, Spanish, French, Chinese, Arabic, Russian, Ukrainian)

Some people can be exempted from payment. For example, if you receive benefits under the Asylum Seekers' Benefits Act or other social benefits. An application must be submitted for exemption from the licence fee.

You can find the application for exemption [here](#).

Financial matters and contracts

Basic information on contracts

Particularly important: You have not understood something? You can't read the document? Then don't sign anything. A signed contract often obliges you to pay money. It is sometimes very difficult to cancel this. Always check and compare several offers. Take your time to decide. Don't let anyone pressure you into signing a contract.

Insurances

Social insurances

There are five statutory insurances in Germany. You must have these insurances. This social insurance system protects you against unemployment, illness, the need for care, accidents at work and old age. You are automatically covered by pension, accident, long-term care and unemployment insurance. You do not have a choice there. For health insurance, you can choose from a wide range of health insurance companies. You can find out more [here](#).

Supplementary insurance

There are many other types of insurance in Germany. It is not possible to say in general terms whether an insurance policy makes sense for you. Most of them protect you against financial risks. The [consumer advice centre](#) provides information about these additional insurances. You will also find information on questions relating to insurance. The most important is liability insurance. You should have this in any case.

Liability insurance

Have you caused damage to a person without intending to do so? This could be a road traffic accident. Or your child has broken a window pane with a ball. Then you have to pay compensation in Germany according to the law. This applies to personal injury, property damage and financial losses in the private sector.

In Germany, you can take out private liability insurance. The insurance pays for these damages for you and your family/children. You can decide for yourself whether you want to take out this insurance. However, we strongly recommend it.

💡 Are you looking for a good offer for private liability insurance? The [consumer advice centre](#) also provides information on this topic.

Mobile phone

The mobile phone market in Germany is very large. There are many providers and many different contracts and costs. There are generally two different mobile phone contracts in Germany: **Prepaid contract** and **fixed-term contract**.

- The prepaid contract has no fixed contract term. You top up your mobile phone with money and can use it to access the Internet or make calls.
- With a fixed-term contract, there is a minimum contract period. This is usually 12 to 24 months. This contract is automatically renewed if you do not cancel it. If you do not want the contract to be renewed automatically, you must cancel in writing. Pay attention to the deadline.

💡 Do not sign any contracts if you do not understand them.

Do you want to sign a contract? Check the conditions carefully beforehand. Ask yourself whether a prepaid contract might suit you better.

With both a fixed-term contract and a prepaid contract, you can choose between three options:

1. With a flat rate, you can make unlimited calls, send text messages and use the Internet up to a certain data volume
2. With an inclusive package, you have a fixed quota of units for making calls and sending text messages and a fixed data volume for using the Internet, for which you pay a fixed price. When your units are used up, you can book additional units or additional data volume. You will usually have to pay more for this. 💡 **Please note:** With many providers, additional data volume is automatically added when your data volume is used up. This additional data volume can cost a lot of money. It is therefore essential that you switch off the automatic rebooking of data volume (data automatic). You can do this via the online customer portal or your provider's hotline. Ask for written confirmation that you have switched off the automatic data volume.
3. You can also pay directly for every call, every text message and every use of the Internet. This is usually more expensive than with a flat rate or an inclusive package, but you only pay for what you actually use. And there are no hidden costs.

Current account

Would you like to pay money via a bank? Then you need a current account. Your money is always available in your current account. Would you like to withdraw money from your account? Or would you like to make cashless payments? Then you need to have enough money in your account. Otherwise you will have to pay interest to the bank.

With a current account you can:


- Make bank transfers
- Receive cashless payments (payments from government offices / authorities / social benefits are often only transferred to a current account)
- Set up standing orders
- Participate in direct debits


- Cashing cheques, making cashless payments with the EC/Maestro card
- Withdraw cash at the bank counter or at an ATM
- Print out your account statements


Opening an account

Decide which bank you would like to have an account with. Make an appointment to open an account. Please bring one of your legitimisation documents with you. This includes your proof of arrival, residence permit or identity card. If no current address is noted on the legitimisation document, please also bring a registration certificate or a comparable document.

- You have opened the account. You will then receive an EC card with a four-digit PIN code by post. Sign the back of the EC card and memorise the PIN code. You will need the PIN code for cashless payments. You will need the PIN code for cash withdrawals at ATMs.
Always keep your card and PIN code separate!
- Withdraw money from your bank's ATMs. Then the withdrawal costs nothing. If you enter the PIN code incorrectly three times, the bank will withdraw your card and block it. In this case, you must ask your bank.
- Have you lost your EC card? Has your EC card been stolen? Then have the EC card blocked immediately. Tell them your sort code and account number. Then ask your bank for a new EC card.

 [116116](tel:116116)

 Around the clock.

 Different banks offer current accounts with different conditions. Find out exactly how much a current account costs each month. Compare the services offered by the bank.

 If you do not speak German or English, please bring an interpreter with you.

Taxes and tax returns

Taxes are important. They help the state to function. They provide the state with money for public spending. It can be used to build roads. It is used to pay teachers and police officers. It finances many important things.

You pay taxes everywhere. When you go shopping, when you eat out, when you fill up with petrol. That's the **sales tax**. And when you work. That's **income tax**. Are you employed? Then your employer has already deducted your taxes. Are you self-employed? Then you have to pay tax on your income yourself.

Tax identification number

The tax ID is an 11-digit number and is used for income tax purposes. The number is valid for your entire life. The authorities can always identify you with this number. Your place of work requires this number. You do not have this number in your documents? You can obtain it in person from the registration office. Or by filling in a form at the [Federal Central Tax Office](#).

Internet and free hotspots

Mobile Internet

You have mobile Internet on your mobile phone. This is very practical. You can search for something on the Internet while you are on the move. You can also search for an address. The Internet costs money. It is best to have a contract. This contract can be a fixed-term contract or a prepaid contract.

💡 You do not need internet to use Integreat.

WLAN at home

If you want to have Internet in your own home, you need a router. There are various companies that can sell you a router and a contract. The best place to find out more is a specialist shop of your choice.

Public, free WLAN hotspots in the district of Donau-Ries

Free WLAN is available at several locations (hotspots). You can surf the internet there with your own device.

Public hotspots:

 [Bavaria WLAN](#)

 [Freifunk Donau-Ries map](#)

💡 As an asylum seeker in Germany, you are not legally entitled to Internet access (WIFI) in your accommodation. Therefore, there is usually no WIFI (WLAN) in the accommodation centres.

Furniture pits and clothes shops

There are special places in the Donau-Ries district where you can buy things that others no longer need.


Clothes shops

are special second-hand shops that only sell clothes and accessories. Here you can find fashion for young and old, which is often very stylish and modern. The prices are very low and you can sometimes even buy designer clothes at a fraction of the original price. It's a great way to shop in a fashionable and environmentally friendly way.

BRK Kleiderladen Donauwörth

 [Eichgasse 8, 86609 Donauwörth](#)

BRK Kleiderladen Nördlingen

 [Polizeigasse 5, 86720 Nördlingen](#)

+49 (0) 9081789714

<https://www.brk-nordschwaben.de/angebote/kleiderl...>

Social department stores

are shops where you can buy various things that others no longer need. These can be clothes, toys, books or things for the home. These shops often have things that are still almost new. The prices are very favourable so that even people who don't have a lot of money can buy nice and useful things.

Sozialkaufhaus SinnSalabim | SecondHand Kleidung, Einrichtung und Möbel

[Zirgesheimer Straße 15, 86609 Donauwörth](#)

[@info@sinnсалabim.org](mailto:info@sinnсалabim.org)

+49 (0) 90670010700

<https://www.sanktjohannes.com/sinnсалabim/>

Furniture treasure troves

are places where you can find furniture that other people no longer want. This can be sofas, tables, beds or shelves. Sometimes the furniture is old, but often it is still in good condition. You can buy it for very little money. It's like a big flea market, but only for furniture!

BRK Möbelfundgrube Nördlingen | Gepflegte Möbel, Hausrat & mehr

[Romantische Straße 33, 86720 Nördlingen](#)

[@moebelfundgrube@caritas-donau-ries.de](mailto:moebelfundgrube@caritas-donau-ries.de)

+49 (0) 90670920718

+49 (0) 9081805150

<https://www.caritas-donau-ries.de/beraten-und-hel...>

Leisure and exchange

Libraries and bookcases

In a library or bookshop you can borrow books, CDs, learning materials and learning aids to take home. You will need a library card for this. You can get this from your local library. It is also possible to study or read there in peace and quiet.

Find out more locally:

Under this [link](#) you will find all [libraries in the district of Donau-Ries](#)

There are also free bookcases throughout the district. Free bookcases are places where you can take or put books for free. Anyone can borrow books, keep them or put their own books in there for others to read. This allows people to exchange books easily and free of charge. You can find out where you can find such bookcases under the following link: [Bookcases Donau-Ries](#)

Voluntary commitment

What is Ehrenamt (volunteering)?

Volunteering means helping others **voluntarily** and **without payment**. In Germany, this is also known as volunteering. Volunteering is very important in Germany. Many people get involved. Helping others gives you a good feeling. But it also brings you into contact with many other people. You can improve your German.

Volunteering in the district Donau-Ries

There are various ways to get involved.

You can take part in the projects organised by the integration guides. For example, as a lay interpreter in the interpreter pool or with Klangbrücke.

Many people also get involved in clubs, the volunteer fire brigade or Tafel.

You can also find a suitable volunteer position via the district's [volunteer exchange](#) (Ehrenamtsbörse).

Projects of the integration guides

Sprachrallye Donau-Ries (language rally)

Would you like to get to know new people? Would you like to help other people learn German? Become part of Sprachrallye.

Together with your tandem partner, you will visit various highlights. At meetings with other participants you can exchange ideas

and get to know new people.

Music project - Klangbrücke

Do you like making music? Do you like to sing or play an instrument? Then come to the Klangbrücke!

Anyone can join in - no matter how old you are or where you come from.

The group meets every 3rd Monday of the month at 16:00 at Mehrgenerationenhaus in Donauwörth.

You can register for the Klangbrücke [here](#).

Dolmetscherpool Donau-Ries (Interpreter pool)

Would you like to help other people with important appointments? Do you already speak German well and at least one other language very well?

well? Would you like to learn something new? Then become a lay interpreter!

You will attend a training course at the district administration office. You will then be included in the [pool of interpreters](#) and can help people as an interpreter.

Integrationsbeirat Donau-Ries (Integration Advisory Board)

The district of Donau-Ries has founded the Integration Advisory Council 2024.

The members are committed to equal opportunities, diversity and equal coexistence.

The Integration Advisory Board currently consists of 10 people. The term of office of the members is five years.

Integrationslotsinnen Donau-Ries | Integration

 [Pflegstraße 2, 86609 Donauwörth](#)

 @migration@lra-donau-ries.de

 [+49906741051](tel:+49906741051)

 <https://www.donau-ries.de/migration>

Support groups

In many neighbourhoods and communities, there are groups that work for you without payment. Volunteers can help you find your way around your neighbourhood. They can help you take part in leisure and sports activities. You can learn your first German language skills here. If you have questions about everyday life, ask the volunteers. For example, if you don't understand a letter in German or if you want to know where there are cheap shopping and sports facilities or how bus travel works. Volunteers can also help you with questions about a bank account. Many volunteer groups also offer help if you would like to learn German. Helferkreise can be contacted by e-mail.

You can find out about local help groups on the website of your [local authority](#) or via the [integration guides](#).

Offers for senior citizens

In 2020, around 18.3 million people over the age of 65 lived in Germany. And this number is growing every year. They now make up more than 22% of the total population. Older people often need care or help in the home. The older people are, the more likely they are to need help. Some also live alone. This sometimes means that their social contacts become fewer. Social contact is important for mental health.

Many municipalities have senior citizens' representatives. You can find out about services for senior citizens on your [municipality](#)'s website or contact the advice centre at



[Care support centre Donau-Ries](#)

Mobility

Be mobile

Everyone should be able to get around easily: cheaply, safely, without obstacles and simply in everyday life.

What does mobility mean?

Mobility means being able to move freely. For example, travelling to work or school. To go shopping or meet friends. Mobility is important for our lives. You can reach so many places around your home. Those who are mobile can participate more in life. That's why it's worth giving it some thought: How can I get from A to B easily?

For example, with a bus and rail travelcard (season ticket), by bike or by car.

You can combine different modes of transport. For example: walk to the station and then take the train or a car-sharing car. That way you can get to your destination quickly and conveniently. And it's also sustainable.

Sustainable mobility means travelling in a way that is good for us and has a low impact on the environment. Sustainable mobility means less noise and fewer exhaust fumes. This improves our lives in the countryside and in the city.

There are many ways of travelling sustainably:

- **Walking or cycling:** Both are healthy and produce no harmful exhaust fumes, as well as being quiet.
- **Use buses and trains:** They often run in large and smaller cities and make it easier to get around without a car.
- **Carsharing/Shared transport:** Means that several people use the same car. But at different times. So there are fewer cars on the roads. Not everyone needs their own car and saves the high costs of purchase, insurance, tax, maintenance and parking.
- **Electric cars:** When driving, electric cars emit no exhaust fumes and are therefore better for the environment.

Being mobile with restrictions

Many people have physical or health restrictions. But they still want to get out and about. For example, by bus, train or car. In Germany, there are special aids for this.

What does mobility with disabilities mean?

Some people sit in a wheelchair. Others have difficulty walking, seeing or hearing. Still others have difficulties orientating themselves or understanding information. And some people simply need more time to get on and off the bus.

It is important for everyone:

Mobility should be possible without obstacles. Everyone should be able to get from A to B easily and safely.

What support is available?

Disabled parking spaces

Many towns and municipalities have special car parks for people with disabilities.

These car parks are wider and closer to the entrance. For example, at the supermarket, railway station or town hall. They can be recognised by a blue sign with a white wheelchair symbol. This sign is usually directly in front of the car park. Often the wheelchair symbol is also painted on the ground in white.



Who is allowed to park there?

Only people with a blue parking permit. This can be obtained with a severely disabled person's pass with the symbol "aG" (exceptionally disabled) or "Bl" (blind). The parking permit must be applied for at the city or district office.

Important:

The parking permit must be visible behind the windscreen. You are not allowed to park there without a valid permit, otherwise you may be fined.

Disabled parking bays help people with disabilities to participate more easily in everyday life.

Barrier-free vehicles and railway stations

Many buses, trams and trains have ramps or low entrances. This means that wheelchair users or people with walking frames can also get on. At railway stations, there are often lifts and special paths that are barrier-free.

Information for barrier-free routes

Cities and municipalities often provide maps or plans.
They can be seen there:

- Which stops or paths are easily accessible by wheelchair,
- Where there are steps, steep paths or no lifts.
- This makes it easier to plan accessible routes.

Apps for more orientation

There are special apps for mobile phones that support people with visual impairments or blindness.

These apps speak information out loud, for example

- Which bus route is coming,
- When the train leaves,
- Where to change trains.

The apps can be downloaded directly onto your mobile phone. They help you to travel safely and independently.

Transport services or vouchers

If people with disabilities are unable to use normal local transport, some cities offer special transport services.

Sometimes there are also travel vouchers that can be used to travel more cheaply by taxi, for example.

Personal assistance at the railway station

Bahnhoofsmission

The Bahnhoofsmission helps people directly at the railway station. Free of charge and without registration.

It provides support, for example:

- With information and assistance with communication,
- Boarding the train,
- Carrying luggage,
- Finding the right platform.

Bahnhoofsmissionen are available at many large railway stations.
Look out for the Bahnhoofsmission logo. You will find help there.

[Here](#) you will find further information in many languages.

Mobilitätsservice of Deutsche Bahn

If you are travelling with Deutsche Bahn (trains with the DB symbol), you can register for help in advance.


This is called Mobilitätsservice.

The railway will then organise, for example

- Help with boarding,
- Assistance when changing trains,
- help getting off the train.

You must register Mobilitätsservice before travelling, preferably a few days in advance.

Your personal contact at Mobilitätsservice-Zentrale (MSZ):

 030 65212888

 msz@deutschebahn.com

 [online](#)

Opening hours:

Monday to Friday 6-22 hrs.

Saturday, Sunday and national public holidays 8-20 hrs.

Public transport (ÖPNV)

Local public transport

Many cities have buses, underground trains and trams.

This is called local public transport (ÖPNV).

Public transport is a good way to get from one place to another.

For example, to work, school, the doctor or the shops.

From early in the morning until late at night (but not continuously), buses and trains transport many people through the region every day.

They help to make everyday life more convenient. Without the need for a car.

Which means of transport are part of local public transport?

- Buses
- Trams (trams)
- Underground trains
- suburban trains
- Regional trains (for short distances in the neighbourhood)

Where can I get a ticket?

You need a ticket if you use local public transport.

If you do not have a valid ticket and you are checked, you will have to pay a fine.

Tickets are checked by staff on the bus, on the train or on the platform.

You can buy tickets:

- At ticket machines,
- Via the internet or an app,
- At the sales outlets of the transport companies or at the Deutsche Bahn travel centre,
- Also directly from the driver on the bus.

Children on the ÖPNV

Children under the age of 6 are generally transported free of charge. Discounted tickets are available for children between the ages of 6 and 14.

People with season tickets can take children with them free of charge at certain times.

Dogs on ÖPNV

Dogs also need their own ticket on buses and trains. Police dogs, guide dogs, assistance dogs and small dogs in containers can travel free of charge.

How do I behave on buses and trains?

- Before boarding: Buy and validate your ticket.
- Leave seats free for older people, pregnant women and people with disabilities.
- Take rubbish with you. Please do not leave any rubbish lying around.
- If you are listening to music or watching videos, please use headphones.
- Talk or make phone calls at a reasonable volume. This will keep everyone comfortable on the bus or train.
- When getting off: press "Stop" in good time or go to the door

Where can I get information?

If you are travelling by bus or train, you want to know

When does my bus leave? Where do I have to change? Which ticket do I need?

Timetables and route network

Timetables are displayed at bus stops. You can see them there:

- When the bus or train leaves,
- Where it stops,
- How often it runs.

Many transport companies offer a route network map.

There you can see the stops and connections between different lines.

Apps and the internet

Many cities have transport apps that you can use free of charge.

In the apps you will find

- Departure times and connections,
- Information on delays,
- recommendations for the best connection,
- ticket purchase and prices.

The apps often show information in real time. In other words, completely up-to-date.

Tip:

There is free WLAN at many large railway stations.

This means you can call up information on your mobile phone even without mobile internet.

Information at the station or on the train

There are electronic displays with departure times at railway stations.

Many trains and trams have announcements,

- Where you are at the moment,
- Which station is next,
- When you can get off at a station to continue to the airport, the exhibition centre or other important places.

These announcements are often also available in English.

Bahnhofsmiession (Station mission)

The station mission helps people directly at the station. Free of charge and without registration.

It provides support, for example:

- With information and assistance with communication,
- Boarding the train,
- Carrying luggage,
- Finding the right platform.

There are station missions at many large railway stations.

Look out for the station mission logo. You will find help there.

[Here you will](#) find further information in many languages.

Other services at the station

Large railway stations often offer more than just transport. There are:

- Supermarkets for your daily shopping,
- snack bars, bakeries or cafés for a short break,
- shops for buying clothes, magazines or travelling supplies,
- pharmacies and toilets.

So you can make good use of the waiting time or do something quickly.

Smoking is not permitted in railway stations. In some cases, there is a specially signposted area where smoking is permitted.

Comfort on the bus and train and at the stop

Many trains and buses have:

- WLAN (free of charge or with login),
- Air conditioning so that it is not too hot in summer and pleasantly warm in winter,
- sockets for charging mobile phones or laptops,
- space for pushchairs, wheelchairs, bicycles or luggage.

There are bus shelters at many stops:

- Bus shelters or waiting shelters for sheltering in the rain or wind,
- benches to rest on.

Supplementary offers to local public transport

Many transport associations offer further options for travelling flexibly:

- Rental bikes or e-scooters,
- Carsharing (borrowing a car without owning it),
- community buses and cars on demand.

Germany ticket

Deutschlandticket (Deutschlandticket)- travelling simply and cheaply

The Deutschlandticket costs 63 euros per month (as of January 2026). The Deutschlandticket is cheaper than many monthly travelcards. With this ticket, you can use all buses, S-Bahn trains, underground trains, trams and regional trains (e.g. IRE, RE, RB, etc.) throughout Germany.

Important to know:

- The ticket is not valid on long-distance trains such as ICE, IC, EC or with private providers such as FlixTrain.
- It is a subscription that is automatically renewed every month.
- You need a bank account with SEPA direct debit for the subscription. You can also get the ticket without a bank account with SEPA direct debit. But then not as a subscription (see below).
- The cost of the ticket will be deducted from your bank account each month.
- If you no longer need the ticket, you must cancel it by the 10th of the month. You can cancel the subscription in writing by e-mail or letter. But also online if you have a customer account. Or if you have ordered the ticket via an app.
- The ticket is only available digitally. It is stored on a chip card or smartphone.

- If you take out a subscription or buy the ticket once, you can use the ticket immediately.

Where can I buy the ticket?

- Online on the websites and via the apps of the transport associations.
- Online at www.bahn.de or in the app "DB Navigator".
- To buy a season ticket online, you need a bank account with SEPA direct debit. The Deutschlandticket can also be purchased online using the payment card. However, only if a Visa card is accepted as a means of payment in the provider's payment system.
- If this is not the case, you can purchase a Deutschlandticket locally at Deutsche Bahn travel centres. These are usually located at major railway stations in large cities. There you can pay for the Deutschlandticket in cash, with a payment card or by credit card. However, you will not receive the Deutschlandticket as a subscription. You have to buy a new one every month.
- The ticket can also be purchased online using another person's account. You can use it if your name is entered at the time of purchase.
- In many cases, it is not possible to buy a Deutschlandticket at local transport association sales points. It is best to ask at the local offices of the transport associations whether this is possible.

Who can use the ticket?

Anyone who lives in Germany or is visiting here can buy the Deutschlandticket. It cannot be passed on to other people. It can therefore only be used by the person whose name is on the ticket. Children under the age of 6 can travel free of charge.

Additional benefits:

In some regions, Deutschlandticket holders receive discounts, for example for visiting leisure facilities.

Long-distance transport

If you want to travel far, you can use the long-distance services of Deutschen Bahn.

These trains are part of the long-distance service:

- ICE (Intercity-Express): very fast, with few stops.
- IC (Intercity): fast, stops at more stations.
- EC (Eurocity): connects German cities with other countries. For example with Switzerland, Austria or France.

Long-distance trains take you quickly and comfortably to large cities, even across state and national borders.

Where can I get a ticket?

You can get tickets for long-distance travel online at www.bahn.de or in the app "DB Navigator", at ticket machines in the station or at the travel centre at Deutschen Bahn (ticket counter in the station).

Depending on the offer, the tickets are only valid for a specific train and a specific connection.

To buy a ticket online or with the "DB Navigator", you need:

- A bank account with SEPA direct debit,
- A PayPal, Apple Pay or Bonvoy account or
- A credit card or payment card.

You can also pay cash at the ticket counter.

To pay online, you usually need a customer account at Deutschen Bahn. You can create one free of charge in the app or at www.bahn.de.

What can you do with the DB Navigator?

The DB Navigator app is the Deutschen Bahn app.

You can use it to easily search for train connections, buy tickets and plan your journey. All on your mobile phone or PC.

Search for connections:

Enter from where to where you want to travel. The app will show you suitable trains, changes and times.

Buy tickets:

You can buy a ticket directly in the app - for ICE, IC, EC, regional train or also the Deutschland-Ticket.

Save tickets:

You can find your purchased tickets in the app. You don't need to print out a paper ticket. Simply show the ticket in the app at the ticket inspection.

See delays & tracks:

You can see if the train is on time, if the track has changed or how long you have to change trains.

Book a seat:

You can also book a seat or reserve one afterwards.

Facilities on the train:

- Most long-distance trains have WLAN, power sockets and air conditioning.
- There are toilets and usually also an on-board bistro or dining car.
- There are barrier-free seats for people with disabilities.
- There are separate family areas for families. It is advisable to reserve a seat at peak times, i.e. when the trains are full.

You do not have to reserve a seat, but it often makes sense - especially on long journeys or at peak times, it is not guaranteed that you will get a free seat. You can also book a seat reservation (online, via app or at the ticket counter).

There is then an electronic display on the seat with the message "Reserved".

You can take your bike on some long-distance trains - but only with a bike ticket and reservation.

Ask in advance whether bicycle spaces are available on the desired train.

Mobilitätsservice the Deutschen Bahn

If you are travelling with Deutschen Bahn, you can book assistance in advance.

This is called Mobilitätsservice.

The railway will then organise, for example

1. Help boarding the train
2. Assistance when changing trains
3. Help getting off the train

You must register Mobilitätsservice before travelling, preferably a few days in advance.

Your personal contact to the Mobilitätsservice centre (MSZ)

☎ Telephone: [+49 \(0\) 3065212888](tel:+49(0)3065212888)

@E-mail: msz@deutschebahn.com

🌐 [online](#)

Opening hours:

Monday to Friday 6-22 hrs,

Saturday, Sunday and national public holidays 8 a.m. - 8 p.m.

Bicycle

Why cycling is good

Cycling is one of the easiest and cheapest ways to get around.

It keeps you fit, costs little money and helps to protect the environment.

Especially in cities, you can often get to your destination faster by bike than by car. What's more, you can park your bike anywhere, as there are many extra parking facilities, such as bike racks or special multi-storey car parks. This saves you parking fees and you don't have to search for a parking space for long.

Traffic rules for cyclists

Important rules when cycling

- **Always cycle on the right-hand side of the road**

Cyclists use the right-hand side of the road on all paths and roads.

- **Only ride on the cycle path or road**

You are not allowed to ride on the pavement. The pavement is for people walking. If there is a cycle path with a blue cycle sign, you must use it and may not ride on the road.



- **Cycle paths without compulsory use**

If the blue sign is missing, you can use the cycle path but you do not have to. You can often recognise these cycle paths by the fact that there is a footpath next to them. In some cities, they are also paved in a different colour than the pavement, often red. Or they are marked with a painted bicycle symbol.

- **Separate cycle path and pavement**

Here the cycle path and pavement run side by side. The sign is usually placed between the two paths. Cyclists may not use the pavement, not even to overtake. The cycle path must be used. Cyclists may not ride on the road.



- **Shared footpath and cycle path**

Cyclists are not allowed to ride on the carriageway, but must share the path with pedestrians. Cyclists do not have priority, but pedestrians must allow them to pass. **Therefore:** show consideration for pedestrians and ring the bell so that you can pass.



- **Cycle lane**

A cycle lane is primarily intended for cyclists. They are allowed to ride side by side and have priority. Cars may only use the road if this is permitted by an additional sign and must show special consideration.



- **Pay attention to traffic lights and signs**

Traffic lights and signs also apply to bicycles.

If you see a traffic light on the cycle path, it applies to you. On cycle paths without traffic lights for cyclists, the traffic lights that also apply to motorists apply.

- **Give hand signals**

If you want to turn (left or right), you must hold out your arm.

This lets others know what you intend to do.

- **Do not ride side by side**

Ride one behind the other. Especially on narrow paths or roads.

You may only ride side by side if there is enough space and you are not obstructing traffic.

- **Lights are mandatory**

You need lights when cycling - white at the front, red at the rear.

There are fixed lights on bicycles. Detachable lights are also permitted.

This allows you to see your surroundings clearly and other people can see you better.

You must use the light when it is dark or raining.

- **Do not ride with your mobile phone**

You must not have a mobile phone in your hand while driving.

It is dangerous and forbidden.

- **No headphones with loud music**

You must be able to hear the traffic.

Music must not be so loud that you can no longer hear anything.

- **Children under the age of 8 riding on the pavement**

Children under the age of 8 are not allowed to ride on the road or cycle path.

They must ride on the pavement. An adult may accompany them on the pavement.

Children between the ages of 8 and 10 may also ride on the cycle path or on the road.

From the age of 10, children must ride on the cycle path or on the road.

- **Secure your bike properly**

Place a bicycle in such a way that nobody can trip over it.
And lock it with a lock.

- **Caution:** Lorries easily overlook cyclists. Try to ride within the lorry driver's field of vision.
- Ride with **sturdy shoes** (no flip-flops!).
- **Alcohol limits** also apply on bicycles.

Bicycle equipment

A safe bike - what you need to consider

When you buy a bike, make sure that your bike is safe.

A roadworthy bike needs:

- Front (white) and rear (red)**lights**
- **Bell** - so that you can make yourself noticed
- Two functioning **brakes** - one for the front, one for the rear
- **Reflectors:**
front and rear
on the pedals
and on the wheels (2 per wheel)

These items are mandatory.

Only with this equipment is your bike roadworthy.

If something is broken, have it repaired soon.

Because: You are not allowed to ride on the road without a roadworthy bike.

If you are checked by the police, you will have to pay a fine if your bike is not safe.

Child seat

If you want to take a child with you on your bike, you will need a child seat or a bicycle trailer.

A child seat is attached to the back or front of the bike - depending on the model.

It is important:

- The seat must be firmly attached to the bike.
- Your child must wear a helmet - even in the child seat.
- Make sure that the child is properly strapped in.
- The bike must be stable and roadworthy.

A child seat is generally suitable for children up to around 22 kilograms - this is also stated on the seat.

Larger children are often better off travelling in a bicycle trailer.

Tip:

Ask the bike shop for a roadworthy bike. Have your bike checked there regularly.

Training, work and study

Information on training, work and study

Would you like to work in Germany? Then you need to know: How can I work in Germany? And where can I get help? You can find everything you need to know about work and jobs here:

[Access to the labour market](#)

Have you already gained a qualification abroad? For example, a school-leaving qualification or a professional qualification? Then you need to have the qualification recognised here in Germany. You can find out how to do this on the page: [Recognising foreign qualifications](#).

There are over 400 different professions in Germany. Do you want to learn a profession? Then you can find information on [training](#) here. For example: How can I do an apprenticeship? What professions are there?

Children and young people have to go to school. They must be at least 6 years old for this. Children and young people go to [general school](#). There they learn for their future life. For example, so that they can learn a profession. Or: so that they can graduate from a university.

Do you want to study? Then you can find information about [studying](#) here. And you can see which people you can contact.

Vocational training (dual and full-time)

What is vocational training?

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

School-based training

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

Dual training

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

What professions are there in Germany?

You can find information on [BERUFENET](#)

Where can I find information on apprenticeships?

- Would you like to find out which profession suits you best?

The Employment Agency's guide will help you: [Step by step to your dream job](#)

- Would you like to find out more about types of training?


You can find lots of information [here](#).

- Are you looking for general information on vocational training?

You can find lots of information on [planet-beruf](#)

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

Then go to the Vocational Information Centre (BiZ).

 [Zirgesheimer Str. 9, 86609 Donauwörth](#)

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

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

Counselling centres - Training

Who advises on the subject of training?

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

- Which profession suits me?
- What professions are there in Germany?
- What requirements do I have to fulfil for certain professions?

- How do I write an application?
- How do I look for an internship or apprenticeship?
- Where can I learn German for my job?

Counselling is free of charge.

The following institutions and advice centres are available

Employment Agency

You must make an appointment by telephone with the careers advice centre at the Employment Agency.

The counsellors can direct you to further measures (e.g. training courses, job application training, etc.).

Bundesagentur für Arbeit

 [Zirgesheimer Straße 9, 86609 Donauwörth](#)

 [+49 \(0\) 8004555500](tel:+49(0)8004555500)

 <https://web.arbeitsagentur.de/portal/kontakt/de>

Donau-Ries job centre

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

Jobcenter Donau-Ries

 [Zirgesheimer Straße 9, 86609 Donauwörth](#)

 [+49 \(0\) 906788770](tel:+49(0)906788770)


 <https://www.arbeitsagentur.de/vor-ort/jobcenter/j...>

HWK - Swabian Chamber of Crafts

Here you can find information on occupations in the skilled trades.

Examples of occupations in the skilled trades: roofer, hairdresser, baker and dental technician.

You can also get help with finding an apprenticeship here.

 Marcos Pangestu, Siebentischstraße 52 - 58, 86161 Augsburg



[082132591328](tel:082132591328)

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

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

IHK - Swabian Chamber of Industry and Commerce

Here you can find information on professions in industry and trade.

Examples of professions in industry and commerce: plant mechanic, bookseller, chemical laboratory technician, animal keeper, businesswoman and businessman.

You can also get support here in your search for an internship or apprenticeship.

You can also do a skills check here.

👤 Ibrahim Rahimi, Stettenstraße 1 +3, 86150 Augsburg

☎ [082131621411](tel:082131621411)

@Ibrahim.Rahimi@schwaben.ihk.de

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

Find a job

Labour market access

EU citizens and persons with a residence permit

💡 You come from the **EU**? Do you now live in Germany? And you would like to work? Then you can do so without any problems. As an EU citizen, anyone can work in Germany. Without restrictions.

💡 If you have been **recognised** by the BAMF as a person entitled to asylum, refugee status or subsidiary protection, the [foreigners authority](#) will issue you with a residence permit. This entitles you to pursue any gainful employment and thus grants you full access to the labour market.

Asylum seekers or tolerated persons

Have you fled to Germany? Then your [residence status](#) is important. It determines whether you are allowed to work. We explain the differences below. You will also find the relevant advice centres below.

Asylum seekers with proof of arrival or authorisation to stay:

Would you like to work? The foreigners authority can authorise you to do so. You must submit an application there. The Federal Employment Agency (BA) must give its approval. You must observe the following rules so that the authority can make a decision.

📍 Are you living in an initial reception centre (EAE)? Then the following applies:

- 9 months work ban (6 months if you have underage children) from entry
- After that you are normally allowed to work. Submit an application to your local authority.
- The BA will then check the working conditions.

💡 Has your asylum application been rejected as manifestly unfounded or inadmissible? Then you are not allowed to work.

📍 Are you living in your own home or with family? Then the following applies:

- 3 months work ban from entry
- After that you are normally allowed to work. Submit an application to your local authority.
- The BA will then check the working conditions.

Asylum seekers from safe countries of origin

Do you come from a safe country of origin? These include Albania, Bosnia and Herzegovina, Georgia, Ghana, Kosovo, North Macedonia, Montenegro, Republic of Moldova, Senegal and Serbia. Did you apply for asylum after 31 August 2015? Then you are not allowed to work.

Tolerated people

The [foreigners authority](#) always decides whether you are allowed to work. You must therefore submit an application to the foreigners authority. The foreigners authority can impose a general work ban on you. There are certain rules that you must observe.

💡 Persons with a tolerated stay permit due to unclear identity (§ 60b AufenthG) are always prohibited from working.

📍 Are you living in an initial reception centre (EAE)? Then the following applies:

- 6 months work ban
- Your tolerated stay has already lasted 6 months? Then the foreigners authority will decide whether you are allowed to work. Submit an application to your authority.
- The Federal Employment Agency will check your working conditions.

📍 Are you living in your own home or with family? Then the following applies:

- 3 months work ban
- Has your tolerated stay permit already lasted 3 months? Then the foreigners authority will decide whether you are allowed to work. Submit an application to your authority.
- The Federal Employment Agency will check the working conditions.

Important!

💡 Different rules apply to [self-employment](#)! The prerequisite for the above applications is ALWAYS a concrete job offer.

Counselling centres

The following contact points are available for advice and placement in the labour market. Here too, there are differences depending on whether your asylum procedure is still ongoing or whether you are recognised or tolerated.

Bundesagentur für Arbeit


 [Zirgesheimer Straße 9, 86609 Donauwörth](#)

 [+49 \(0\) 8004555500](tel:+49(0)8004555500)

 <https://web.arbeitsagentur.de/portal/kontakt/de>

Jobcenter Donau-Ries

 [Zirgesheimer Straße 9, 86609 Donauwörth](#)

 [+49 \(0\) 906788770](tel:+49(0)906788770)

 <https://www.arbeitsagentur.de/vor-ort/jobcenter/j...>

Labour contract

Anyone who starts a job is given an employment contract. This regulates the most important conditions of your work. It states when you work. How much holiday you get. It states how much money you will receive. Both sides - employee and employer - must honour these agreements. The contract becomes legally binding when you sign it. Only sign it once you have fully understood the content.

Types of contract:

Open-ended employment contract

There is usually a probationary period of three or six months. During this period, an employment relationship can be terminated within two weeks. The employer can terminate the contract. You as an employee can also give notice. At the end of the probationary period, a permanent employment relationship begins. This has longer protection against dismissal. Working hours are normally a maximum of 40 hours per week.

Fixed-term employment contract

The employment relationship ends at the agreed time without the need for notice of termination.

Mini job

The maximum earnings per month are € 556 and are tax-free.

Labour law:

There are many laws in Germany that regulate and safeguard the rights of employees. These include, for example

- Regulation of working hours
- minimum wage
- holiday entitlement
- Protection against dismissal
- Company representation of interests (works council)

- Regulation of the work of trade unions
- and some more

Taxes and social security contributions:

Every employee in Germany pays a portion of their wages in taxes. The federal, state and local authorities use this to finance their expenditure. Employers, in turn, are obliged to pay social security contributions for their employees. These social security contributions finance the social security system in Germany. The system guarantees that you will receive money from the state if you are out of work.

Tax identification number:

The tax ID is an 11-digit number and is used for income tax purposes. The number is valid for your entire life. The authorities can always identify you with this number. Your place of work requires this number. You do not have this number in your documents? You can obtain it in person from the registration office. Or by filling in a form at the [Federal Central Tax Office](#).

National insurance number:

You need a national insurance number for a job. You can obtain this from your health insurance company (e.g. AOK, DAK).

Illegal work:

You have a job that is paid. But this work is not registered with the tax office and health insurance fund. You therefore do not pay taxes and social security contributions. This is **illegal**. You could face fines and imprisonment! Do you receive social benefits or unemployment benefit? But you are still working? You haven't told the social welfare office, the employment agency or the job centre? That is also **illegal**. You are wrongly receiving state benefits even though you are in paid work.

Applications and job interviews

Would you like to start an apprenticeship or work in Germany? Then you must apply in writing.

Many companies publish job adverts. Either in the newspaper or on the Internet. The company is therefore looking for new employees. The job advert states what kind of work or training is involved. It also states what expectations the company has of the new employee. You will find information on where and how to apply.

Have you been invited to an interview? Then the company is interested in you. You can introduce yourself at the interview. Please allow enough time for the journey to the appointment. Make sure you arrive on time for the appointment. It is best to prepare in detail for the interview beforehand. You can also gather important information about the company. Visit the website and read through the company's history. Find out about the products or services. Do you want to show your interest in the job? Then ask questions during the appointment. This will show that you have done your research. You show that you are motivated.

An application usually consists of three parts:

Cover letter: In your personal cover letter, you briefly introduce yourself. You explain why you are suitable for the vacancy. For example, describe what experience you have already gained in your home country. Find out more about the company and describe why you would like to work there. Your cover letter should fit on one page. Sign your cover letter. There are many templates and aids on the Internet. It is important that you do not simply copy and paste. Your cover letter must suit you and the position.

Curriculum vitae: The CV lists all your experience. It is structured like a large table. Write from when to when you worked at which company. Write where you completed your training or studies. Write where you went to school and what school-leaving qualification you obtained. You don't have to include a photo in your CV, but many companies like it if you do. You can have your CV created on the [Europass website](#). The site is available in many languages. You enter your details. You write down your experience. At the end you will receive a CV. CVs look different in every country. It is important that you use the format that is used in Germany. You can select this at Europass.

Certificates and supporting documents: It is important that you send copies of your certificates (no originals!). Certificates are your school leaving certificate, your degree and work references from the past. The certificates should be in German or English, otherwise they should be translated. You should also send proof of internships, further training relevant to the job or certificates from your German course.

💡 The job advert will tell you how to apply. Please read it carefully.

In writing: Buy a nice application folder and put your cover letter, CV and certificates in it. Then send the application to the address given in the job advert.

E-mail: Many applications are now sent by e-mail. Combine your cover letter, CV and references into one PDF file and send this as an attachment to the e-mail. In the e-mail, write a short text addressed to the person who will receive your application.

Online: Large companies have their own website where you have to apply. You have to register there with your e-mail address and can then send your application there.

🌐 You can find helpful tips for your application at [Planet Beruf](#).

🌐 [Europass](#) is a multilingual online portal (over 20 languages) that helps migrants to visualise their skills and knowledge. It offers a free online tool to create a language passport or a CV (see above). You will also find important tips for good job applications on Europass.

🌐 At [Bewerbung.net](#), [StepStone](#) and [Lebenslauf2go](#) you can have a CV and cover letter created free of charge. In some cases, you can also import your data from Xing or LinkedIn. It is also possible to write your own texts in the template or import files.

🌐 Information and templates for cover letters can be found at: [Bewerbung2go](#), [BewerbungsWissen](#), [Karrierebibel](#)

Language exercises

🌐 On the [VHS learning portal "I want to learn German"](#) and the [Goethe-Institut](#) website "[Deutsch für dich](#)" you will find exercises on the subject of job applications and the world of

work in general. This will help you learn about the world of work and improve your German language skills.

Independence

Can I set up my own business in Germany?

Not everyone is allowed to set up their own company or work for themselves in Germany.

Is the BAMF still processing your application for asylum? Or has the BAMF rejected your application? Are you tolerated? Then self-employed work is **prohibited** for you.

You do not belong to this group? Then you are allowed to work independently in Germany.

Here you will find links with further information

- [Portal for founders](#) (2 languages - German and English)
- [Homepage of the IQ centre](#) (13 languages - German, English, French, Polish, Spanish, Pashto, Bosnian, Russian, Chinese, Ukrainian, Turkish, Vietnamese, Arabic)

Study

Study at a university


Are you interested in business, law, social work or agriculture? Do you find completely different subjects interesting? There are many degree programmes in Germany. There is something for everyone. There are also different types of universities:

- Universities (academically orientated)
- Universities of applied sciences (practice-orientated)
- Dual universities (very practice-orientated)
- Universities for art, film or music

There are state and private universities. The quality of teaching at private universities is not always better. However, you often have to pay a lot of money. There are no tuition fees at state universities in Lower Saxony.

Helpful websites:

 [Hochschulkompass](#) (All degree programmes and universities in Germany)

 [Study in Germany](#) (information for refugees)

 [Employment Agency](#) (study orientation)

 [German Academic Exchange Service](#) (DAAD - all degree programmes in Germany)

Prerequisites

Would you like to study in Germany? Then you need an authorisation. This is officially called a university entrance qualification. This can be an Abitur. It can also be an entrance qualification for universities of applied sciences. Have you taken the Abitur in your home country? Then you may be able to study in Germany. The Central Office for Foreign Education (ZAB) will check your qualification. You must submit an application for this.

You can find more information on the [Anabin](#) website. Go to the information portal "Recognition in Germany". The [DAAD](#) website also contains a lot of information.

Do you speak German well? You have to prove it. You need [language level C1](#). You can prove this with certain tests:

- German as a foreign language
- German language test for university entrance
- telc German C1 University

Some universities also offer preparatory semesters. You will also learn German there.

💡 Do you already know where you would like to study? Then enquire there directly. Most universities offer counselling services. There are deadlines for applying to a university. These are called application deadlines. Please observe these deadlines. Universities do not accept late applications.

Financing

You will need money while you are studying. Many people therefore work part-time. You are not allowed to work more than 20 hours during the lecture period (semester). You can also apply for state support: [funding and scholarships](#)

No Abitur or Fachabi?

You can study with your school-leaving certificate in your home country? But not in Germany? You can catch up on your eligibility to study at a preparatory college. Studienkollegs are specially designed for applicants from abroad. The college prepares you for studying in Germany.

Prefer not to study?

Would you rather do practical work? Would you like to earn money directly? Then perhaps an apprenticeship is right for you. Find out more on the [Apprenticeships \(dual and full-time\)](#) page. You can find out a lot about your options here.

Funding and scholarship

Are you a student? You can't afford to live during your studies? Then you can get financial support in Germany.

BAföG

There is the Federal Training Assistance Act (BAföG for short). You must submit an application. Then you can get money. This money covers your daily expenses.

The money is paid monthly. At best, you will receive the money for the duration of your studies. The monthly amount of BAföG can be up to €935. Half of the money must be paid back after your studies. You will receive detailed information on this.

The information on BAföG changes regularly. You can view this information via the following link

[!\[\]\(502b8023b450ea47b0a095f7c87b9a6a_img.jpg\) Website BAföG for refugees and migrants](#)

[!\[\]\(d13256b26863c183fc53da1e88a7a3c0_img.jpg\) BAföG website - all information at a glance](#)

Scholarship

You can also apply for a scholarship. As a rule, you do not have to pay back a scholarship. There are certain requirements. You need good grades. And you must be involved in voluntary work. How much money do you receive as a scholarship? The amount is often calculated in the same way as the BAföG rate. In addition, there is a so-called "book allowance". This is a monthly payment of up to €300.

Certain organisations award the scholarships. They are often referred to as "Begabtenförderungswerke". The following organisations offer programmes specifically for refugees. Would you like to apply? The rules can be found on the websites. There you will also find information on what you need to be able to do.

[!\[\]\(90c3647917f9c2ec0353fce65be978db_img.jpg\) Friedrich-Ebert-Stiftung \(FES\) - Scholarships for Refugees](#)

[!\[\]\(eb29a25dc561c509714a1b856b2b8863_img.jpg\) Böckler-Aktion Bildung of the Hans Böckler Foundation](#)

[!\[\]\(d6de11b59c78ac18c3501dfde89d3eac_img.jpg\) Konrad-Adenauer-Stiftung \(KAS\) - Scholarships for Refugees](#)

[!\[\]\(4cda3afa3225081aaeba242d577cc18a_img.jpg\) Villigst - Our scholarship for refugees](#)

[!\[\]\(d0945ee9d75045997a0a44b28c8e5c04_img.jpg\) Bread for the World - Programme for Refugees \(for women only\)](#)

The Otto Benecke Foundation offers the Guarantee Fund. All young, newly arrived migrants can apply here. You will be supported if you want to obtain a higher education entrance qualification in Germany, prepare for a university degree and pursue an academic career.

[!\[\]\(2e8d9b45a065ee40ad72be532d697088_img.jpg\) Otto Benecke Foundation in Bonn - University Guarantee Fund](#)

There is also the Germany Scholarship. This provides €300 per month. The Germany Scholarships are awarded by the respective universities.

[!\[\]\(e359e0093fc096d3c72dff8bc7aef438_img.jpg\) Germany Scholarship: Become a scholarship holder](#)

Further information can be found on the website of the Higher Education Campaign for Refugees and in the database of the Federal Ministry of Education and Research (BMBF).

Some universities offer scholarships for international students. Have a look at the university's website. Or contact the university directly.

Recognition of certificates

Recognition of foreign educational qualifications

Have you completed vocational training? Have you attended school or studied in another country? Do you have certificates from abroad? Would you like to study in Germany or work in your profession?


Then you need to have your certificates recognised in Germany.

It is best to go to a counselling centre first.

Contact an advice centre as early as possible. The counselling centres have long waiting times.

Why is counselling important?


Recognising certificates is very complex and individual. A different organisation is responsible for each sector. The requirements for different professions vary. The country of origin of your certificates plays an important role. Your professional experience is also important for recognition. There are many ways to have your qualification recognised. The counsellors will help you. In some cases, recognition is not possible. The counsellors will tell you what alternatives there are for recognition.

 Counselling is free of charge!

What exactly happens during the counselling?

The counsellors will ask you lots of questions about your training. They will look at your certificates and other documents. They will work out your individual path with you.


- They talk to you about your career goals.
- They will assess whether you have a chance of being recognised.
- They clarify which documents you need.
- They will tell you which documents you need to have translated.
- They will inform you which organisation is responsible for your profession.
- They will advise you on costs and funding.
- They will help you to fill in the forms correctly.
- They will tell you what other requirements you need to fulfil.
- They will tell you whether you need special language skills.
- They will help you find further counselling services.
- They will help you to understand the decision.
- They will work out suitable next steps with you.

 Bring all documents with you to the counselling session. You do not have to translate the documents.

What counselling services are available?

Counselling for professions in the skilled trades


The Swabian Chamber of Skilled Crafts will advise you if you have learnt a trade. Examples of trades professions: roofer, hairdresser, baker and dental technician


 You can find all professions in the skilled trades [here](#)

Advice on the recognition of foreign professional qualifications

HWK - Swabian Chamber of Crafts

 Anna-Maria Mayr

 Siebentischstr. 52-58, 86161 Augsburg

 082132591402

 @anna-maria.mayr@hwk-schwaben.de

You can find more information [here](#)


Counselling for professions in industry and commerce


The Swabian Chamber of Industry and Commerce will advise you if you have learnt a profession in the field of industry or commerce. Examples of professions in the field of industry and commerce: plant mechanic, bookseller, chemical laboratory technician, animal keeper, businesswoman and businessman.


 You can find all IHK Swabia professions [here](#)


Recognition counselling / IHK FOSA

IHK - Swabian Chamber of Industry and Commerce

 Sarah Winter

 Stettenstraße 1 +3, 86150 Augsburg

 08213162261

 @sarah.winter@schwaben.ihk.de


 You can find more information [here](#)


General counselling for all professions

There are also counselling centres that can be contacted by all occupational groups. These advice centres are not sector-specific. This means that anyone who brings certificates from abroad can contact these centres.

IQ Recognition and Qualification Counselling Augsburg

Tür an Tür Integrationsprojekte gGmbH

 Wertachstraße 29, 86153 Augsburg

 08214551090

 @anerkennungsberatung@tuerantuer.de

 You can find more information [here](#)

Official certification of certificates

You have a document. For example, a certificate. The authorities want to know whether the document is genuine. To do this, you must have it officially notarised. This is also important for enrolment at a university. All copies of certificates must be officially notarised. You can have these documents notarised by a notary, the [Federal Employment Agency](#) or another [public authority](#). The best thing to do is to call and ask.

Health

General information on health

Do you have an acute illness? Are you in pain? In Germany you are entitled to basic medical care. Some vaccinations are recommended by the state. You can get these vaccinations. Some examinations are recommended. They are intended to prevent illness. You can have these examinations. Some examinations are very important for your health. You can get these free of charge from doctors. See a doctor if:

- you are acutely ill or in pain
- you are pregnant
- you are chronically ill. You have diabetes, epilepsy or mental illness, for example.

💡 You still have medication? Alternatively, do you have the package leaflet for your medication? Bring these with you to your doctor's appointment.

Have you already been to a doctor or hospital because of the illness? Please also bring the findings with you.

👤 Do you have a residence permit? Then you must register with a regular health insurance company. There you will receive an insurance card. This entitles you to services from doctors. Just like all citizens in Germany.

Health insurance

Insurance is compulsory in Germany. Do you have a residence permit? Then you must register with a regular health insurance fund. There you will receive an insurance card. This will give you the same benefits as everyone else in Germany.

Do you have an acute illness abroad? You will also receive basic care in many foreign doctors' surgeries and hospitals. You can obtain information from your health insurance company.

You can choose a general practitioner (family doctor) of your choice. Do you need treatment from a specialist? Then you will receive a referral from your family doctor.

💡 Are you going to a hospital? Are you seeing a therapist? Are you seeing a doctor? Then take your insurance card with you.

Insurance card

The insurance card is very important. You can use it to go to the doctor. The doctor's work is paid for by your insurance. The card is also your insurance throughout Europe. It is called the

European Health Insurance Card (EHIC). You can use it to go to the doctor in any EU country.

💡 Are you travelling to a country outside the EU? Then you should take out additional insurance. Insurance for abroad protects you while travelling. It's called international health insurance.

Would you like to understand the German healthcare system? You can find information on this [website](#) . This information is available in German and English.

🌐 [Here you will](#) find all the important information about health insurance (read chapter 1). The guide explains the German healthcare system. It is also available in [other languages](#): The "Guide to Health for Asylum Seekers in Germany" and the "Guide to Health for All" are important.

👤 As a refugee or asylum seeker, you are not yet covered by health insurance. You need a health insurance voucher. You can use this to go to the doctor. You can obtain these licences from the [social welfare office](#).

Visit to the doctor

Visits to the doctor

General practitioners and specialists

Are you ill? Go to your family doctor. You can choose your own family doctor. The GPs themselves set the opening hours. Do you want your family doctor to help you? Make an appointment.

General practitioners carry out important examinations. They are your first point of contact in the event of illness. They decide on the medication you need. They decide whether a specialist examination is necessary.

If necessary, your GP will refer you to a specialist. They can carry out specialised examinations.

If the practice is closed, the medical on-call service (telephone [116117](#)) can help .

🌐 You can search for emergency practices [here](#). These are doctors who can also help outside opening hours.

Paediatricians and paediatricians

Paediatricians examine children. There are prescribed examinations for children. These are important for your child's health. They are intended to prevent illnesses in children. Children must also be immunised. Vaccinations are important. They prevent children from getting certain diseases. The prescribed examinations are called "U examinations". They always take place at a certain time. They are free of charge. Please consult a paediatrician for more information.

Dentists and dentists

If you have a toothache, go to a dentist.

Gynaecologists (gynaecologists)

It is important that a gynaecologist examines women regularly. This enables doctors to recognise diseases early enough. This is called a check-up. You can also discuss the topic of contraception there.

👤 Are you looking for asylum? Are you ill? Do you need to see a doctor? Then you will receive a voucher for treatment from the asylum seeker benefits centre. This means that your visit to the doctor is free of charge.

👤 Do you need an operation? Is it not an emergency? Then the Asylum Seekers' Benefits Office must authorise your stay in hospital. Apply for authorisation before you go to the hospital. Your doctor will issue you with a medical certificate. The social welfare office will only cover medically necessary operations.

Asylbewerberleistungsstelle

📍 [Pflegstraße 2, 86609 Donauwörth](#)

✉️ [@asylbewerberleistungen@lra-donau-ries.de](mailto:asylbewerberleistungen@lra-donau-ries.de)

🌐 <https://www.donau-ries.de/leben/auslaendische-mit...>

Electronic patient file (ePA)

On **15 January 2025**, a new digital patient file called the **electronic patient file (ePA)** was introduced in Germany. This file stores all important health data, such as what the doctor has found out about your health, what medication you are taking or what examinations you have had.

Everyone with statutory health insurance automatically receives this ePA. If you do not want this, you can object.

Doctors and patients can access health data quickly and easily via the ePA. But only people who are authorised to do so are allowed to see the data. This keeps the data secure.

How can insured persons refuse to set up an ePA? What deadlines apply?

If you no longer wish to use the EPR at a later date, you can have it deleted. The aim is to enable doctors and patients to work together faster and better to improve health.

If you want to decline the ePA, you must inform your health insurance company. If you do not do this, the EPR will be created automatically.

Important details about the EPC. What do you need to bear in mind?

Contents of the EPA:

- All important information from your visits to the doctor is automatically included in the EPR if it is available in digital form. This means, for example, that findings or diagnoses that the doctor writes down are transferred to the EPR.

- You can also upload information such as vital signs (e.g. your height or weight) or older medical documents to the ePA yourself.
- Since 15 January 2025, there has been a digital list of medications you are taking in the ePA. This will be supplemented by a special medication plan in the course of 2026.
- The medication plan will not only show which medicines you have been prescribed. It will also explain how you should take the medication and at what time.

Access rights:

- You can specify which doctors or hospitals are authorised to access your ePA. If you want to make changes, you can do this via the ePA app or contact the ombudsman's office of your health insurance company.
- If your health card is read at a doctor's surgery or hospital, they will have temporary access to your ePA for 90 days unless you object.

Use and accessibility:

- You can manage the ePA via a special app on your smartphone. Each statutory health insurance fund offers its own ePA app, which you can download free of charge from the App Store (for iOS) or the Google Play Store (for Android).
- If you do not have a smartphone, you can get support from pharmacies or special centres to access your ePA.

Legal regulations:

- The ePA for all was first launched in some regions on 15 January 2025. These include Hamburg and parts of North Rhine-Westphalia, for example. Since 29 April 2025, the ePA has been gradually introduced throughout Germany. Since 1 October 2025, doctors' surgeries, hospitals and pharmacies, for example, have been required to use the ePA.
- Privately insured persons can also use an ePA. Whether this is possible depends on the private health insurance provider.

Advantages:

- The ePA facilitates communication between doctors, hospitals and other medical facilities. It gives you a better overview of your health data.
- The ePA also increases the safety and accuracy of medication.

Challenges:

- Not all documents, such as old paper medical reports, are automatically digitised. However, you can ask your health insurance provider whether they can take over digitisation.
- There may be technical difficulties at the beginning because some doctors have to adapt their practice software.
- Another problem is that there is no multilingual information, i.e. no translations into other languages.

The ePA is an important step towards digitalisation in the healthcare sector. It should improve medical care. It also provides a basis for research.

Would you like to find out more? You can find more information here:

 [Questions and answers on the electronic patient file \(ePA\) by the KBV](#)


 [Information from the consumer advice centre about the ePA](#)

Medicines and pharmacies

Do you need medication? Then go to your doctor. They will give you a prescription. You can get your medication with this prescription at any pharmacy. Pharmacies are usually open from Monday to Saturday. The opening hours vary depending on the pharmacy. Do you urgently need medication at night or at the weekend? Every pharmacy has a sign with the name and address of the pharmacy with an emergency service. You can also find this information on the Internet.

Search for pharmacy emergency services

 www.aponet.de

 As an asylum seeker, you will receive many medications without a co-payment. You should therefore ask your doctor about this. If you do not have a prescription, you will always have to pay for the medication.

Women's health

Breast cancer is the most common type of cancer worldwide. In Europe, one in eight women will develop breast cancer in the course of her life. In Germany alone, around 70,000 women are diagnosed with breast cancer every year. The earlier the disease is recognised, the greater the chance of a cure. Around 25% of cases can be prevented by adopting a healthy lifestyle. The breastcare app is science-based. It explains everything important about breast cancer in an easy-to-understand way. It also deals with the topic of early detection. You learn how important a healthy lifestyle is. The app is currently available in seven languages: Arabic, German, English, Farsi, French, Spanish and Turkish.

The breastcare app

- reminds you to palpate your own breasts with a cycle calendar
- explains self-examination step by step with illustrated instructions
- explains risk factors and symptoms and provides specific tips for a healthy lifestyle
- answers questions about medical screening examinations in Germany
- links to numerous contact points such as breast centres, integration officers or support services that women can turn to with questions
- tells stories of affected women that are encouraging

You can download the app from the Apple and Google app stores. The app is free of charge. The app can be used without collecting personal data. It is free of advertising and designed for the long term. Further information in seven languages at: www.breastcare.app

Children and family

Basic information on children, youth and family

Children, young people and families are under special protection in Germany. This protection begins during pregnancy and lasts until the child is 18 years old (of age). In Germany, for example, it is forbidden to beat children. Raising children in Germany must not involve the use of violence. Every child must go to school. There are also authorities that ensure that a child is not harmed by its environment (including the family).

The family is also legally protected in Germany. It doesn't matter whether the family consists of a mother and father and their children, or whether there are two mothers or two fathers, or whether the children are adopted. Single parents with their children are also a family.

Pregnancy and birth


Before the birth



Pregnancy

- Are you expecting a baby?
- You don't know if you are pregnant?
- Are you wondering whether your unborn child is healthy?
- Are you having problems with your pregnancy?

Of course you can take a pregnancy test from the chemist or pharmacy first.

- You want to be absolutely sure?
- Your test is positive?

In that case, go to a gynaecologist (Gynäkologen). Preventive examinations are very important for the health of mother and child. Your gynaecologist will give you a maternity pass. The maternity record contains all the information about your pregnancy. You can see what a maternity record looks like  [here](#)

 More about pregnancy in different languages  [here](#)

No health insurance?

Please go to a [pregnancy counselling centre](#). The counsellors will work with you to find a solution.

Are you looking for advice and support? Do you have legal, medical or financial questions?

Then go to a [counselling centre](#). You can get free counselling here. Even anonymously.

You can find advice centres in the district of Donau-Ries in the Integreat app under [Advice and support - Pregnancy and birth](#)

Already have a baby and have questions?

The [counselling centres](#) are also there for you after the birth.


Maternal and child health during pregnancy

Expectant mothers have the right to medical and health care

- Your period (monthly female bleeding) is not coming?
- You could be pregnant?
- A pregnancy test from the drugstore shows that you are pregnant?
- Would you like to know if the pregnancy is going well?

Then make an appointment with your gynaecologist.

Important! Are you pregnant or suspect you are? **Do not drink alcohol!**


The  [video](#) explains more about the consequences of alcohol during pregnancy for the child. Your child will suffer for life.

Alcohol damages the unborn child even in the smallest quantities!

What medical care is available?

Gynaecologists (Gynäkologen / Gynäkologinnen)

Gynaecologists can tell you for sure whether you are pregnant. They will accompany you through your pregnancy. They will carry out preventive examinations. These examinations serve to protect the mother and the unborn child.

You will receive a maternity pass from the gynaecologist's practice. You should always carry this with you. The maternity pass contains information about the due date and the check-ups. You can find a sample maternity pass in English at  [here](#)

What is a maternity record?

The maternity record is a small booklet. It contains all the important information about your pregnancy, such as doctor's appointments and test results. This enables the doctors to monitor your pregnancy closely. They can see how your child is developing. They can see whether the mother is healthy. If there are any problems, they can then help more quickly.

Midwives: Support before, during and after the birth

Midwives are specially trained. They accompany women throughout their pregnancy. Midwives are also authorised to carry out preventive examinations. Midwives look after the well-being of mother and child. They look at what the expectant mother needs. When the baby is born: the midwife helps the mother to take on the role of mother. Midwives often also offer courses to prepare for the birth.

You can find information on midwives in the Donau-Ries district [here](#)

Don't have health insurance?

There are also solutions to help you and your baby get through your pregnancy safely. Go to a [counselling centre for pregnant women](#).

You can find advice centres in the district of Donau-Ries in the Integreat app under [Advice and support - Advice centres - Pregnancy and birth](#)

 You can find a guide to maternal health in 7 languages [here](#)

There you will find valuable tips on all aspects of pregnancy.


Unplanned pregnancy

Help! I'm pregnant and I don't want this. What now?

- You didn't plan a pregnancy?
- Are you unintentionally pregnant?
- You don't know what to do?
- You don't want anyone to know about the birth?
- Are you scared?
- You don't know what to do with a child?
- You don't want the child?
- You can call the helpline. You can get counselling in a total of 18 languages.

It is anonymous and free of charge.

Helpline for pregnant women in distress

 0800 4040020

You don't want a child?

There are solutions here too. You are not alone. Get help from a counselling centre as soon as possible. The counsellors will help you to find the right path for you. The counsellors will explain various options to you. You make the decision.

Even if you are currently unable to have a child, you can still give the child the gift of life. There are also various ways to do this. It is also possible to terminate a pregnancy in the first few weeks. To do this, you must fulfil certain requirements. The counsellors will provide you with all the important information. They can also put you in touch with other organisations.

Counselling is free and anonymous.

State-recognised advice centre for pregnancy issues, Donau-Ries District Office

**Staatlich anerkannte Beratungsstelle für Schwangerschaftsfragen,
Landratsamt Donau-Ries | Beratungsstelle für
Schwangerschaftsfragen**

 [Äbtissin-Gunderada-Straße 3, 86609 Donauwörth](#)

@schwangerenberatung@lra-donau-ries.de

[+49 \(0\) 906746112](tel:+49(0)906746112)

<https://www.donau-ries.de/leben/schwangerschaft>

**Staatlich anerkannte Beratungsstelle für Schwangerschaftsfragen,
Landratsamt Donau-Ries | Staatlich anerkannte Beratungsstelle für
Schwangerschaftsfragen, Landratsamt Donau-Ries**

[Bürgermeister-Reiger-Str. 5, 86720 Nördlingen](#)

@schwangerenberatung@lra-donau-ries.de

[+49 \(0\) 906746112](tel:+49(0)906746112)

<https://www.donau-ries.de/leben/schwangerschaft/s...>

Donum Vitae in Bayern e.V | Schwangerenberatung

[Volkhartstraße 5, 86152 Augsburg](#)

@augsburg@donum-vitae-bayern.de

[+49 \(0\) 8214508888](tel:+49(0)8214508888)

<https://augsburg.donum-vitae-bayern.de/>

Sozialdienst Katholischer Frauen e.V. | Schwangerenberatung

[Am Katzenstadel 1, 86152 Augsburg](#)

@schwangerenberatung.augsburg@skf-augsburg.de

[+49 \(0\) 8214208990](tel:+49(0)8214208990)

<https://skf-schwangerenberatung.de/augsburg/>

Pregnant women in need

Are you pregnant and in a difficult situation?

- Are you in a difficult financial situation?
- Are you alone?
- Are you hiding your pregnancy?
- You are pregnant and don't know what to do...

Then call the **helpline for pregnant women in need**. You will receive confidential counselling in a total of 18 languages.

[0800 4040020](tel:08004040020)

Counselling is free and anonymous.

Are you looking for personal counselling?

You can contact the [counselling centres](#) in the district of Donau-Ries. The counsellors will be happy to help you. They will work with you to find a solution.

You can find the counselling centres in the district of Donau-Ries in the Integreat app under [Counselling and support - Counselling centres - Pregnancy and birth](#)

Maternity protection

Are you expecting a baby and working, training or studying?

If so, there is special protection for expectant mothers in Germany: maternity protection. Maternity protection is intended to protect the expectant mother and the unborn child from danger.

This means, for example:

- You must not carry out any work where there is a high risk of an accident occurring (increased risk of accident)
- You must not work with substances that are hazardous to health
- If you are not allowed to work (employment ban), you will continue to receive money
- You have special protection against dismissal.

Pregnant women are not obliged to inform their employer of their pregnancy immediately. However, as long as the employer does not know about the pregnancy, he cannot offer you and your child any special protection.

When does maternity protection begin?

As an employee, you can take maternity leave 6 weeks before the birth and up to 8 weeks after the birth (i.e. you do not have to work during this time).

💡 You can find lots of information on maternity leave [here](#)

💡 Information in several languages on the subject of "maternal health" can be found here

Do you still have questions?

- Would you like to find out more about maternity protection?
- You don't know whether you are entitled to maternity pay?
- Where can I get financial support?
- What benefits can I apply for?

Then go to an [advice centre](#). The counsellors will be happy to help you.

You can find advice centres in the district of Donau-Ries in the Integreat app under [Advice and support - Advice centres - Pregnancy and birth](#)

Birth - a baby is born

Birth

A child is born. You are looking forward to it. But the birth is also stressful. It can be an easy birth, or it can cause problems. That's why it's important to be well looked after by specialists. They help to ensure that the child is born safely. The pain during labour can be reduced.

Talk to your gynaecologist or midwife about the birth.

Maternity clinic

A maternity clinic will provide medical assistance for you and your child. You will also receive a certificate of birth (birth certificate) at the clinic.

There are:

- Midwives and doctors
- Information about the birth
- Courses for pregnant women (e.g. antenatal classes, yoga)
- Information on breastfeeding
- Courses on proper baby care (infant care)
- Help with high-risk births
- Help for the mother
- Help for babies born prematurely
- Help for sick babies
- Care for the mother after the birth (aftercare)

In the district of Donau-Ries there are 2 clinics with a separate area for childbirth

📍 **Donau-Ries Klinik Donauwörth**, Neudegger Allee 6, 86609 Donauwörth

You can find more information [here](#)

📍 **Donau-Ries Klinik Nördlingen**, Stoffelsberg 4, 86720 Nördlingen

You can find more information [here](#)

The first days and weeks with your baby can be very stressful.

- Do you want to do everything right? But the baby just cries?
- Are you sad? The child is a stranger to you? Is everyone talking about motherly love?

These feelings happen. Talk to your midwife, gynaecologist or paediatrician about it. The following centres offer additional help:

Licht und Schatten e.V.

☎08293 965864

Parents' helpline (Nummer gegen Kummer e.V.)

☎0800 1110550

KJF Donau-Ries child and youth welfare centre

☎09081 789660

No health insurance?

The birth is imminent. What now? Contact a [pregnancy counselling centre](#). A solution will be found.

You can find advice centres in the district of Donau-Ries in the Integreat app under [Advice and support - Advice centres - Pregnancy and birth](#)

In an emergency

- The baby wants to be born too early?
- Are you in severe pain?
- Have you fallen?
- Your waters have broken? (Is everything wet down there?)

This is an emergency! Call [112](#).

What do I have to do after the birth? - Applications and authorities

Your baby is here? You don't know what you need to do?

- Which offices and authorities do I need to contact?
- What help / money can I apply for?
- Where do I register my child?

Then go to a [counselling centre](#). The counsellors will help you with all your questions.

You can find advice centres in the district of Donau-Ries in the Integreat app under [Advice and support - Advice centres - Pregnancy and birth](#)

Where can I get a birth certificate?

Every child needs a birth certificate. You can get one at the registry office of the municipality in which the child was born. Birth announcements are usually made by the clinics. The

following documents are required:

- Identity documents of the parents
- Marriage certificate (if the parents are married)
- Recognition of paternity (if the parents are not married)

Birth certificates cost money and must be paid for at the registry office.

📍 **Standesamt Donauwörth**, Rathausgasse 2, 86609 Donauwörth

☎ 0906 7890

@standesamt@donauweorth.de

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

📍 **Standesamt Nördlingen**, Leihhaus, Marktplatz 2, 86720 Nördlingen

☎ 09081 84-111

@standesamt@noerdlingen.de

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

First kit for the baby

- Are you pregnant and have a maternity pass?
- Do you receive money from the job centre or social benefits office?

Then you can apply for additional needs and initial equipment (Antrag auf Mehrbedarf und Erstausrüstung).

If you are approved (positive decision), you will receive

- a voucher for a pram (still in pregnancy, approx. 7th month)
- Voucher for baby clothes (4-6 weeks after the birth) - Birth certificate required

Important: Make the application first. Then you can buy the items (including special clothing for pregnant women). Keep the sales slips (receipts).


You can find more information on financial assistance [here](#)

Financial support for families

There is financial aid for families with children in Germany.

Child benefit

- Does one of the child's parents live and work in Germany?
- Then you can apply for child benefit.
- You must fulfil certain requirements.

You can find more information on this in 11 languages [here](#) or in the INTEGRATE app at  [Child benefit and supplementary child allowance](#)

Parental allowance

- Parental allowance is available in Germany.
- You must fulfil certain requirements.

You can find more information on this in 11 languages [here](#) or [here](#).

Who can help with questions?


- What can I apply for?
- Which forms do I have to fill in?
- What requirements do I have to fulfil?

Go to a [pregnancy counselling centre](#). The counsellors will be happy to help you.

You can find advice centres in the district of Donau-Ries in the INTEGRATE app under [Advice and support - Advice centres - Pregnancy and birth](#)

Special counselling centres for immigrants can also help you.

Flüchtlings- und Integrationsberatung Diakonie Donau-Ries gGmbH


 [Würzburger Straße 13, 86720 Nördlingen](#)

 [@dw@diakonie-donauries.de](mailto:dw@diakonie-donauries.de)

 [+49 \(0\) 9081290700](tel:+49(0)9081290700)

 <https://www.diakonie-donauries.de/beratung-und-hi...>

Flüchtlings- und Integrationsberatung Caritasverband für die Diözese Augsburg e. V. Beratung

 [Kronengasse 32, 86609 Donauwörth](#)

 [+49 \(0\) 90699989400](tel:+49(0)90699989400)

 <https://www.caritas-augsburg.de/migration>

Further information

Here you will find a [checklist](#) of what you need to do after the birth.

You can also find out more about financial support for families in the [info tool](#)

The first months with a baby

A baby is here. That means a big change. It has its own needs.

Do you want to take good care of your baby and have questions?

- What is the right food for my baby?
- How can I play with my baby?
- How do I make my home safe for the baby?
- The baby cries a lot? I don't know why?
- The baby is vomiting? It has a tummy ache? Not sleeping?
- Everything is too much for you? Are you overwhelmed?
- Are you looking for contact with other parents?
- Are you looking for a playgroup?

Go to a [counselling centre](#) at 🌐. The counsellors will be happy to help you.

The services are free of charge

Early help and KoKi (coordinating child protection)

A baby grows. Its wishes, needs and abilities change. The counsellors at Frühe Hilfen / KoKi will be happy to help you. They will explain what is changing in your child. They will answer your questions and help with problems, e.g. if your baby is developing more slowly than other children. Early help and support is important. Go to a counselling centre.

You can find more information [here](#)

Health Children and young people

Early detection and preventive check-ups for children and adolescents

To ensure that your child is developing well, visit the paediatrician regularly. These visits are called early detection and preventive examinations or "U-examinations" and help to check your child's physical and mental development. The doctor will inform you of the results and give you tips for your child's health. These examinations are a good opportunity to clarify questions about your child's health. They will also check whether your child has all the necessary immunisations for their age.

What are U-examinations?

U-examinations are free of charge for all parents. Your child's health is regularly checked by a paediatrician. This is how the doctors ensure that your child is doing well, has all the necessary immunisations and is developing healthily. The examinations start immediately after birth and continue until puberty.

Why are U-examinations important?

U-examinations give you the opportunity to have your child's development checked regularly by the paediatrician. This is important because some illnesses can only be treated at a certain age.

These examinations are also an opportunity to talk about your concerns, especially if you notice anything unusual about your child's behaviour or development. The doctors can check and inform you about treatment options.

During the U-examinations you will also receive information about important immunisations. This includes vaccinations against serious diseases such as meningitis, measles and polio.

As we live in the district of Donau-Ries in Bavaria, the U examinations are compulsory here. **Your child must therefore take part in these examinations.** If your child does not take part in the U examinations in Bavaria, the youth welfare office will be notified. The youth welfare office will then check why the examination did not take place.

Further information can be found [in the Handbook Germany](#)

Family benefits

Child benefit and supplementary child allowance

Child benefit in Germany is money from the state and part of the family benefit equalisation system. The [Family Benefits Office of the Federal Employment Agency](#) supports you with child benefit, child supplement and other financial assistance.

You can receive child supplement if your income is sufficient to cover your own living expenses, but not enough or only just enough to cover all your family's needs.

In 2026, child benefit amounts to 259 euros per month for each child. Since 1 January 2025, the child supplement has been up to 297 euros per month per child. However, it depends on your family's situation. This includes the immediate supplement of 25 euros per month per child.

You can apply for child supplement and child benefit directly [online!](#)

You can apply for child benefit if...

- your child is under the age of 18 (under certain conditions, you can also apply for and receive child benefit for children of full age),
- you look after your child regularly and they live in your household (this also applies to stepchildren, grandchildren or foster children) and
- your place of residence is in Germany, another EU country, Norway, Liechtenstein, Iceland or Switzerland. You can find out more on the page [Child benefit for people living in or from abroad](#).

The payment of child benefit is not dependent on your income!

You can receive child supplement if...

- Your child lives in your household, is under 25 years old and is not married or in a registered civil partnership,
- you receive child benefit (or a comparable benefit) for your child,
- Your family's gross income is at least 900 euros (couples) or 600 euros (single parents),
- you would have enough money to support your family if you received child supplement and possibly housing benefit in addition to your income.

Tip! If you want to find out quickly whether you can receive child supplement: Simply enter your personal details in the [interactive video tool "KiZ-Lotse"](#) and find out your entitlement!

Package for education and participation

What are benefits for education and participation?

This is money for children and young people from low-income families. The parents receive the money for certain services that help the children and young people. Especially for events at daycare centres and schools.

Benefits from the education package are usually cash benefits or benefits in kind (in the form of vouchers). You will receive these from your town or municipality.

Who can receive benefits for education and participation?

Parents can apply for benefits for education and participation. They can do this for all children living in the household. To qualify, parents must receive one of the following benefits:

- Housing benefit
- child supplement
- Citizen's allowance
- social welfare
- Asylum seeker benefits

You do not receive any of the above benefits? Are you unable to cover your child's specific educational and participation needs? Then you may be entitled to benefits from the education package in accordance with SGB II. You can enquire at the relevant [job centre](#).

Pupils in need of assistance up to the age of 25 receive benefits for education. These pupils must attend a general school or vocational school. They should also not receive a training allowance.

Children in need of assistance in daycare centres and childminders also receive part of the educational benefits

Children and young people up to the age of 18 receive benefits for participation. Support for small children is also possible.

What benefits are involved?

Benefits for education

School trips and school excursions The actual costs of one-day excursions at school or daycare centres. It is possible to collect invoices from schools for one-day trips.

The actual costs of multi-day trips for classes and daycare centres.
For school trips, the money can be paid directly to the children or their parents.

Personal school supplies Personal school supplies totalling 195 euros in the calendar year 2025 are recognised, namely 130 euros for the first half of the school year and 65 euros for the second half of the school year, up to the 10th school year.

School supplies include, for example, a school bag, sports kit, materials for writing, maths and drawing.

If you have more than one child at school, you will receive the money for each child. **School transport**

The actual cost of travelling to school for pupils.
This benefit is provided as a cash benefit unless the local transport company is billed directly.

Learning grants

The actual costs of learning support, such as tutoring
However, you should first speak to your child's teacher. They must certify the need for support.

Lunch for school, daycare centre and after-school care

Lunch at all-day schools, after-school care centres or daycare centres at no extra cost to parents

Benefits for participation

Parents can receive money for their children's participation in cultural, sports and leisure activities; for example, if the children:

- Take music lessons,
- are members of a sports club,
- attend courses at adult education centres,
- go to a museum, theatre or musical.

Parents can receive 15 euros per month for each child.

Where and how can the benefits for education and participation be applied for?

There are two ways to apply for education and participation benefits:

1. Do you receive social assistance, child supplement or housing benefit? Then you must submit the application to the local authority. This is, for example, the municipality, the district or the city administration. You can find your respective [contact for the application for education and participation](#) on the website of the Federal Ministry of Labour. First select your federal state from the list and then the city or district in which you live.
2. Do you receive citizen's allowance? Then you must submit the application to the [job centre](#) where you live.


You can obtain **application forms** from your local contact person. Alternatively, you can visit the website of the job centre where you are applying for benefits.

Possibility of counselling

If you have any questions about the application process, the "Education and Participation" counselling team will be happy to help.

How to contact the BuT counselling service:

 [BuT counselling website](#)


 0 [3057713](#) 0040

 info@but-beratung.de

Counselling is free of charge. Counselling is also available in English, Arabic, Russian and Turkish.


School for children from 6 to 18 years

School attendance is compulsory in Germany. The obligation to attend school full-time lasts until the 9th or 10th grade. After that, vocational training is compulsory unless the child attends a general school (e.g. a grammar school).

 Your child is not doing any vocational training after 9 years? And he or she is not attending another school? Then your child must attend a full-time school for another year. Compulsory schooling ends at the age of 18. Unless there is a training contract.

Your child must attend school regularly. It is your responsibility to ensure this. School attendance at state and municipal schools is free of charge.

There are different types of schools in Germany. Which school your child goes to depends, among other things, on how old they are, but also on their school performance.

 Parents often receive written information from the school that their children bring home with them. It is important that you read this information.

Childcare

In Germany, there are numerous childcare options in daycare centres and childminders. Childcare has many advantages. The carers are well qualified and carry out various projects with the children. In this way, children learn many new things in a positive atmosphere. Children learn the German language so quickly. And they come into contact with other children. That is very important. Because children need other children to play together, to learn and to make friends.

Several short films on childcare in Germany show all these advantages.

🌐 The films are available in German, English, French, Russian, Arabic, Farsi, Dari, Turkish, Kurdish and Tigrin.

You will also find videos on how children learn and play best in their first years of life.

Take a look at both pages:

<http://www.kita.bayern.de/>

<https://www.bvktp.de/themen/kinder-mit-fluchthint...>

Legal matters and rights

Basic rights

The Basic Law

In every country, there are rules that everyone must abide by. The most important law for Germany is the Basic Law. It is a collection of 146 articles. Each article stands for a law, i.e. a rule. These rules determine how we live together in Germany. The basic rights protect the freedom of each individual. They are set out in Articles 1 to 19 of the Basic Law (catalogue of basic rights).

🌐 Here you can find the Basic Law in 11 languages: [Arabic](#), [Chinese](#), [English](#), [French](#), [Italian](#), [Persian](#), [Polish](#), [Russian](#), [Serbian](#), [Spanish](#), [Turkish](#) and [German](#).

🌐 This film clearly illustrates how the German constitutional state works: [German](#), [Dari](#), [Arabic](#), [English](#), [French](#), [Pashto](#), [Urdu](#).

Universal Declaration of Human Rights

Human rights are important rights that always apply to all people all over the world. Human rights are rights that every person has by virtue of being human. They protect the dignity of every human being. They apply equally to all people. No distinction is made between people.

There are 30 rights. The most important are

- All people are of equal value.
- Everyone is allowed to have their own opinion.
- All people have a right to peace and security.

Asylum and refugees

Residence status

Every citizen in Germany needs an identity document to prove their identity or to be allowed to travel. People seeking protection also need an identity document. This allows the authorities to recognise your status. Your status determines, for example, whether you are

allowed to work or not.

There are 5 different documents:

1. proof of arrival

Status: Asylum seeker

Background: You have informed the authorities that you wish to apply for asylum. The authorities have registered you in the system. However, you have not yet applied for asylum. This ID card is valid until you submit your application. You submit the application to the Federal Office for Migration and Refugees (BAMF).



2. residence permit

Status: Asylum seeker

Background: You have applied for asylum. The BAMF decides on your application. This often takes a very long time. This permit is valid until the decision is made. Has your application been rejected as unfounded? Then you can appeal against it. You can do this at the administrative court. As a rule, you are allowed to stay in Germany until a decision has been made on the asylum appeal. Exception: If your asylum application has been rejected as manifestly unfounded, your appeal has no suspensive effect!

This permit tells you whether you are allowed to work. The permit tells you where you can live.

- Would you like to work? Do you need a permit for this? You can apply for this at the [Foreigners' Registration Office](#).
- Would you like to find work? Go to the [employment agency](#)
- Do you need financial help? Go to the [social welfare office](#)



3. fictitious certificate

Status: Recognised person seeking protection

Background: You have submitted an application to the Immigration Office. This application is intended to extend your right to stay. The authority then often issues a certificate. This certificate authorises you to stay. This is important if your application has not yet been finalised.



4. residence permit

Status: Recognised asylum seeker

Background: Your application for asylum has been granted and leads to a humanitarian residence permit.

The residence permit is a temporary residence title. It is issued for a specific purpose.

- You can later obtain a permanent right of residence (settlement permit)
- You have unrestricted access to the labour market
- The [job centre](#) can arrange work and social benefits for you



5. tolerated stay

Status: Tolerated person

Background: Your application for asylum has been completely rejected

Duldung means that your deportation is temporarily suspended. Duldung is granted for a certain period of time. Sometimes deportation is impossible for legal, factual, humanitarian or personal reasons.

- A work permit is generally required. You can apply for this at the Central Foreigners' Registration Office.
- Would you like to find work? Go to the [Employment Agency](#)
- Do you need financial help? Go to the [social welfare office](#)



Application for asylum

If you are registered in Germany and live in a shared accommodation centre, these are the next steps for you.

1. personal application for asylum

- You apply for asylum at the **Federal Office for Migration and Refugees (BAMF)**
- Asylum procedure counselling can provide you with important information for the asylum procedure. The [Refugee and Integration Counselling](#) Service is responsible for this.
- **Important:** You can only submit your application in person. You cannot send this application by post.
- You will receive the date and the responsible BAMF office with your proof of arrival.

2. personal interview

The second interview appointment is the actual interview. The BAMF will then decide on your asylum application. They will send you a decision. The decision will be explained in detail.

a) The decision is negative

- If the decision is negative and you wish to contest it (i.e. you do not agree with it), go immediately to your [refugee and integration counselling](#) centre. They will discuss with you what you can do and can put you in touch with specialised lawyers. For example, you can take legal action against the decision.
- Would you prefer to leave the country voluntarily? Then you can receive financial support for your new start in your country of origin [Return to the home country](#)

b) The decision is positive, i.e. you are recognised as entitled to protection. The next steps are

Fictitious certificate or electronic residence permit (eAT): You have received the positive BAMF decision. You must then apply for a residence permit immediately. You apply for this at the [immigration office](#).

Job centre: You will no longer receive your money from the social welfare office, but must apply to the [job centre](#).

Family asylum and international protection for family members

You have been granted asylum in Germany. A member of your family also needs asylum. You can submit an application. The member of your family will be granted the status of a person entitled to protection.

For the purposes of family asylum, members of families include

- Spouses or registered partners,
- unmarried children who are minors,
- the parents of unmarried minor children,
- other adults who have custody of unmarried minor children,
- unmarried minor siblings of minors.

💡 Parents must have custody of their children. They must therefore be able to look after their children.

Do you want to bring your husband or wife to Germany? You must already be married in your country of origin. Then your husband or wife can also be granted asylum. The marriage must be recognised by Germany. The application for asylum must be submitted before or at the same time as your application. You must be entitled to protection.

Please note: If you are only entitled to subsidiary protection, family reunification will be temporarily suspended!

Born in Germany:

Have you already applied for asylum? Did you then have a child in Germany? A separate asylum application can be submitted for your child. You or your partner must still be in the asylum procedure. Please inform the Federal Office for Migration and Refugees about the birth. The foreigners authority can also inform the Federal Office. The asylum application is then automatically deemed to have been submitted. The parents can submit their own reasons for asylum for their child. If they do not do this, the same reasons apply as for the parents. Here too, an appeal is possible in the event of a negative decision by the Federal Office.

Likewise, and for the protection of the child, underage children will not and must not be returned separately from their parents in the event of a negative decision.

Further information can be found directly at the BAMF.

 [Website Family reunification \(BAMF\)](#)

Information for people seeking protection: When am I allowed to work?

Are you an asylum seeker? What do you have to consider if you have proof of arrival or a residence permit?

- You are not allowed to work for 3 months (work ban).
- After 3 months, the foreigners authority will decide whether you are allowed to work. But: If you come from a [safe country of origin](#) and have submitted your asylum application after 31 August 2015 (for Georgia and Moldova after 30 August 2023)

you are not allowed to work.

- As a rule, you are entitled to a work permit after 6 months. You must fulfil the following criteria:
 - You do not come from a [safe country of origin](#) (for Georgia and Moldova asylum application until 30/08/2023).
 - Your asylum application has not been rejected by the BAMF as manifestly unfounded.
- The Federal Employment Agency will check your working conditions during the first four years of your stay.

Important: You must submit an application to the immigration authority. The foreigners authority will decide on your application.

What applies to tolerated persons outside AnKER?

- You are not allowed to work for 3 months (work ban).
- After 3 months, the foreigners authority (generally the Central Foreigners Authority Swabia in Augsburg) "should" issue a work permit. Exception: work ban if you come from a safe country of origin and have applied for asylum after 31 August 2015 (for Georgia and the Republic of Moldova after 30 August 2023).
There is one exception: In the case of specific measures to end your stay, the immigration authority "may" issue a work permit.
- Persons with a tolerated stay due to unclear identity (§ 60b AufenthG) are always prohibited from working.
- The Federal Employment Agency checks the working conditions during the first four years of residence.

Important: To obtain a work permit, you must submit an application to the Central Immigration Office!

What applies to people seeking protection with a residence permit?

If you have a residence permit, you generally have unrestricted access to the labour market. Exceptions: If you have a residence permit in accordance with § 23 Para. 1 or § 25 Para. 4 Sentence 1, you need permission from the immigration authority

Children's rights

Children's rights

As a child, you need special protection. That is why you also have special rights. These rights are set out in the Convention on the Rights of the Child. The General Assembly of the United Nations adopted the Convention in 1989.

The UN Convention on the Rights of the Child can be divided into four groups: the right to life and personal development, equal treatment, the best interests of the child and participation. In detail, this means

- Every child has the right to all the things they need to live. This includes, for example, food and drink or medical treatment.
- The right to go to school is also a child's right, as is the right to play and leisure.
- All girls and boys have the same rights and no child should be treated worse than other children.
- Every child has the right to grow up healthy, cared for and protected from violence.
- Every child has the right to live with their parents or, if the parents are separated, to have contact with both parents.
- All girls and boys have the right to form their own opinion and to stand up for it.

💡 Are there issues that affect you as children? Then adults must listen to your opinion and take it into account when making decisions.

🌐 You can find a clear explanation of the 10 important children's rights here: [German/Arabic](#) and [German/Persian](#).

Are you experiencing violence? Do you feel unfairly treated? Then the [youth welfare office](#) can advise you.

Emergencies and difficult life situations

Emergency numbers - SOS

An emergency is an acute threat to health. Do you have an emergency? Then call an emergency doctor.

Emergency contacts

Police 📞 [110](#)

Fire brigade, rescue service 📞 [112](#)

Ambulance, emergency doctor 📞 [112](#)

💡 The emergency numbers on mobile phones always work. Don't have any credit on your mobile phone? The number still works!

Important information for an emergency call

- **Who is** calling (your name)?
- **Where** has something happened (address)?
- **What** has happened?
- **How many** injured or sick people are there?
- **What kind** of illnesses or injuries are there?
- **Wait** for further enquiries!

Remain calm. Speak slowly and clearly. Then you will be better understood. Do not end the conversation. Has all the important information been communicated? The emergency call centre / police end the call.

💡 Are you going to hospital? Don't forget your ID card or proof of arrival. Are you registered with a health insurance company? Bring your insurance card with you.

👤 As an asylum seeker, you may only go to hospital in an emergency without a treatment voucher. You must show your proof of arrival at the hospital. The hospital will then recognise that you are seeking asylum. The costs will be paid by the social welfare office.

Not an acute emergency - but you need a doctor

If you need medical advice outside office hours (e.g. at night, at the weekend or on public holidays) and cannot wait until your GP is available again, call the medical on-call service at ☎ **116117**.

Especially if you have a family, it is good to know how you can help yourself before professional help arrives. You can learn this in first aid courses. Many organisations and educational institutions offer first aid courses

Difficult life situations

Women in need

NO means NO

- No one has the right to sexually harass you.
- No one has the right to force you to perform sexual acts.
- Nobody has the right to force you into marriage.
- No one has the right to abuse you.
- Not even in the family or in a relationship. It is always the perpetrator's fault, never the victim's. Are you in a difficult situation?

Are you afraid of someone? Then contact a counselling centre or a telephone hotline.

The counsellors can help in any situation:

- Persecution in the name of so-called "honour"
- Threat of forced marriage or forced marriage
- Forced prostitution
- Female genital mutilation
- Domestic violence
- Sexual violence
- Special emergencies and problems of women

The Women's Refuge North Swabia

Frauenhaus Nordschwaben | Frauenhaus Standort Nördlingen

@post@frauenhausnordschwaben.de

[+4990818050636](tel:+4990818050636)

<https://www.frauenhausnordschwaben.de/>

The violence against women helpline

The violence against women helpline helps women. The counsellors provide advice on all forms of violence against women. Do you need help where you live? Then the counsellors will refer you to suitable local facilities. Online counselling is also possible via the website.

[116016](tel:116016)

www.hilfetelefon.de

The counselling sessions are confidential. Would you like to remain anonymous? That's no problem. You don't have to give any personal details on the phone. This also applies on the website. If you have hearing difficulties, you can book an interpreting service via the website. This costs you nothing. The conversation with the counsellors will be translated into German sign language. It can also be translated into written language. Counselling is possible in many languages via interpreters:

Albanian
Arabic
Bulgarian
Chinese
Chinese
French, Italian
Italian
Farsi/Dari
Kurmanji
Polish
Portuguese
Romanian
Russian
Spanish
Turkish
Ukrainian
Vietnamese

Further offers of help

You can find the most important offers of help - by telephone, online, free of charge and anonymously at [here](#).

Children and young people in need

Help - a child is in danger!

- Are you very worried about a child?
- You know a child is being beaten?

- A child is in distress?
- Are you the young person in distress yourself?

Then please get in touch with

Amt für Jugend und Familie

 [Pflegstraße 2, 86609 Donauwörth](#)

 [@jugendamt@ira-donau-ries.de](mailto:jugendamt@ira-donau-ries.de)

 [+49906746238](tel:+49906746238)

 <https://www.donau-ries.de/leben/jugend-familie>

What to do outside office hours?

A child is in immediate danger?

Please inform the police by calling  110



Who can contact the drop-in centres?

- Children and young people who can no longer cope.
- Mums and dads who want to change their day-to-day parenting.
- Carers and teachers who are very worried about their children.
- Neighbours and relatives who know about a child's distress.

Counselling and helpline

The counsellors listen when other people have something on their mind. The helplines are an anonymous counselling service for children, young people, parents and adults. Here you can talk about your problems and get information about the help on offer.

Crisis Services Bavaria

 People in mental health crises, relatives or specialist centres can get immediate help from the Bavarian crisis services in over  [120 languages](#).

 The crisis hotline is staffed around the clock


 [0800 / 655 3000](tel:0800_655_3000)

Violence against women helpline

Helpline: confidential and free of charge, anonymous, multilingual, 365 days a year, around the clock.

 [08000116016](tel:08000116016)

Helpline Ukraine

 Counselling in Ukrainian and Russian for children, young people, parents and relatives

 [0800 500 225 0](tel:08005002250)

The family guide

Aktion Mensch has published a guide for families. The guide is for people with disabilities and their families. It provides information and addresses. There is also a website. There you will find important information about living with a disability. The information is in simple and easy-to-understand language. It covers many areas of life:

- School and work
- Leisure activities and accessibility
- Rights and housing
- counselling
- Health and care insurance
- and much more

 www.familienratgeber.de

 [Counselling and support](#)

Medical emergency service and pharmacy emergency service

Medical on-call service

Is it late at night or Sunday or a public holiday?
Do you need a doctor? You are not feeling well.
Your doctor is not open?

You can call here. Number:  [116 117](tel:116117)

Ask for a doctor on call.
But not for emergencies!

Life-threatening emergency or accident

Have you been poisoned, had a serious accident or have a badly bleeding wound?

Call the emergency number:  [112](tel:112)

Dentist emergency service

An emergency with a tooth?
For example, pain, bleeding, accident?
Your dentist is not open?

Where is the emergency service? Take a look at  [here](#).

Pharmacy emergency service

Which pharmacy in the Donau-Ries district is open at the weekend or at night?

Search here:  [Emergency service pharmacy](#)

Hospital

Do you need a hospital? There are three hospitals in the district of Donau-Ries. You can see where they are on the website. In the hospitals in Donauwörth and Nördlingen you will also find the KVB on-call practices. The on-call service helps with health complaints with which you would normally go to a GP or specialist practice. During office hours, you will find a doctor who will treat you at times when your family doctor is not open.

 [Donau-Ries Klinik Donauwörth](#)

 [Stiftungskrankenhaus Nördlingen](#)

 [Donau-Ries Klinik Oettingen](#)