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Counselling and help

What is an advice centre?

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 counsellors speak a language other than German and English. You can also bring someone with you who can translate. In some cases, the state will also pay for an interpreter. Ask at the counselling centre.

Some advice centres require you to make an appointment for a consultation. You can do this in advance by telephone.

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

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

Have you or your family come 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:

- Authorities - the counsellors will explain notifications or the application process to you
- Topics that affect people from abroad, such as right of residence or work permits
- Financial support
- Help with applications
- Integration courses/language courses (German)
- Recognition of foreign qualifications (counselling and initial information)
- Education and social security systems (information and education)
- Living and working in Germany
- Children and spouse reunification, family reunification

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

Migration counselling for adult immigrants at the Diakonisches Werk

📍 [Marie-Curie-Straße 1, 63457 Hanau-Wolfgang](#)

☎ [061819234035](tel:061819234035)

@ kontakt.dwh@ekkw.de


🕒 Consultation hours:

Wednesday from 9:00 a.m. to 12:00 p.m.
and by appointment

Migration counselling for adult immigrants at the Caritas Association

Dechant-Diel-Haus

 [Im Bangert 4, 63450 Hanau](#)

 [06181923350](tel:06181923350)

 [@sekretariat@caritas-mkk.de](mailto:sekretariat@caritas-mkk.de)

 Consultation hours:

Monday and Wednesday from 9:00 a.m. to 11:00 a.m.

and by appointment

Youth migration services

There is a youth migration service for young immigrants. The people are aged between 12 and 27.


This service helps young people to quickly settle into life in Germany:

- Questions about general orientation
- school
- vocational training
- career
- Personal questions
- Financial and legal matters

Migration counselling for young people with a migration background at the Caritas Association

Dechant-Diel-Haus

 [Im Bangert 4, 63450 Hanau](#)


 [06181/923350](tel:06181923350)


 [@sekretariat@caritas-mkk.de](mailto:sekretariat@caritas-mkk.de)

 [weitere Informationen](#)

Hanau Youth Migration Service

Internationaler Bund

 [Marktstraße 3, 63450 Hanau](#)

 [06181/9230821](tel:061819230821)

 [@jmd-hanau@ib.de](mailto:jmd-hanau@ib.de)

 [weitere Informationen](#)

 Availability:

daily from 8:00 am to 6:00 pm

and by appointment

Where can I get help?

Help for refugees

Have you fled your home country? Have you just arrived in Erlensee and have lots of questions?
Or do you need support?

You can get help at Erlensee town hall. But there are also other centres in the district that can help you.

Do you have questions about Ukraine? Get in touch using the following contact details:

☎ [06051/8518000](tel:06051/8518000)

@ukraine@mkk.de

You can find more information on the following website:

www.mkk.de/aktuelles/ukrainehilfe/ukrainehilfe.ht...

Are you a migrant? Then you can get help here:

Main-Kinzig-Kreis, Hilfen für Migranten

📍 [Barbarossastraße 24, 63571 Gelnhausen](#)

☎ [06051/8516202](tel:06051/8516202)

@HFM@mkk.de

The website for this is: www.mkk.de

Caritas can also help you. Caritas is a Catholic organisation. It supports people who need help. It also looks after disadvantaged people.

Caritas-Verband für den Main-Kinzig-Kreis e.V.

📍 [Im Bangert 4, 63450 Hanau](#)

Peter Galetzka

☎ [06181/9233524](tel:06181/9233524)

@peter.galetzka@caritas-mkk.de

Sabine Bleitgen

☎ [06181/9233514](tel:06181/9233514)

@sabine.bleitgen@caritas-mkk.de

Here is the page on the web: www.caritas-mkk.de

Are you a refugee? Then the Diakonische Flüchtlingshilfe im Main-Kinzig-Kreis e.V. can also help you.

☎ [06181/184369](tel:06181/184369)

@df.hanau@gmx.de

Here is the page on the web: <https://diakonische-fluechtlingshilfe-mkk.de/>

Online counselling



mbeon - Multilingual counselling in the chat

There are many local counselling centres in Germany. If the counselling centre is closed or far away from where you live, digital chat counselling can help.

Finding information online and getting advice via chat is very easy with mbeon.

mbeon enables counselling via chat. All counsellors are qualified specialists from the Migration Counselling Service for Adult Immigrants (MBE). They are guaranteed to respond within 48 hours and help with all questions and problems that life in a new environment entails. The counselling is

- anonymous
- data secure
- free of charge.

The app also contains extensive information on topics such as

- Work and career
- health
- Learning German
- living
- family
- Residence.

In addition, mbeon puts you in touch with migration advice centres and other important contact points.

The app is available in the languages

- German
- English and
- Russian
- Arabic

is available. You can receive advice in more than 19 different languages.

The app has many advantages:

- The app is flexible.
- It can be used anywhere and at any time.
- Counselling is provided in your native language.
- The app is data secure.
- Documents can be sent quickly and securely.
- The app and counselling are free of charge.
- Counselling is anonymous.

The free app can be downloaded from the Google Play Store and the AppStore.

 [mbeon in the Google Play Store](#)

 [mbeon in the AppStore](#)

Further information is available on the [multilingual website](#) and the [Facebook page](#).


Department of Family and Social Affairs - Assistance for refugees

To enable refugees to participate in social life and to support them on their arrival and further steps in Germany, Erlensee has a team from the Department of Family and Social Affairs - Assistance for Refugees.

The work in the town hall includes tasks such as


- Assistance with contacts with authorities (local employment centre, Federal Office for Migration and Refugees, family benefits office)
- Assistance with applying for social benefits
- Searching for accommodation for refugees
- Support for the Römerhof shared accommodation centre
- Organisation of donation bazaars
- Organisation of meeting café
- Supporting the volunteers in their work
- and much more

City of Erlensee - Department of Family and Social Affairs - Help for refugees

 [Zum Fliegerhorst 1229, 63526 Erlensee](#)


Contact person

Ahmad Abdu

 [06183 / 9151 - 511](tel:06183-9151-511)

[@aabdu@erlensee.de](mailto:aabdu@erlensee.de)

Palwasha Ahmadi

 [06183 / 9151 - 510](tel:06183-9151-510)

[@pahmadi@erlensee.de](mailto:pahmadi@erlensee.de)

Yulduz Linin

☎ [06183 / 9151 - 502](tel:061839151502)

@ ylinin@erlensee.de

📅 Office hours:

Monday: 8:30 am to 12:00 pm and 2:00 pm to 5:00 pm

Tuesday: 8:30 am to 12:00 pm

Thursday: 8:30 am to 12:00 pm

Friday: 8:30 am to 12:00 pm

and by prior arrangement

Counselling for senior citizens

The municipal senior citizens' office primarily provides senior citizens with advice and information on all relevant issues relating to old age. These are many and varied:

- How do I deal with dementia?
- Who can give me independent and professional advice on care insurance benefits?
- Who can drive me to the doctor at short notice?
- How can I find a place in a care home for a relative?
- What providers of meals on wheels are there?
- What housing options are there for senior citizens?
- and much more

City of Erlensee - Office for senior citizens

📍 [Zum Fliegerhorst 1229, 63526 Erlensee](#)

Reiner Mayer

☎ [061839151500](tel:061839151500)

@ rmayer@erlensee.de

Kathrin Smola-Peter

☎ [061839151508](tel:061839151508)

@ ksmola-peter@erlensee.de

The town of Erlensee offers a magazine for senior citizens. It is called Aktiv im Alter and is published three times a year. You can pick it up for free at the town hall reception desk or at the senior citizens' office. It contains current events and interesting reports from the Seniors' Advisory Council.

You can find lots of interesting information, for example on outpatient care services, in the Main-Kinzig district's guide to [living in old age](#).

📅 Consultation hours:

Monday: 8.30 a.m. to 12.00 p.m. and 2.00 p.m. to 6.00 p.m.

Tuesday: 8.30 a.m. to 12.00 p.m.

Thursday: 8.30 a.m. to 12.00 p.m.

Friday: 8:30 am to 12:00 pm

And by prior arrangement

Consumer advice centre

The consumer advice centre is an association. The association is independent. It does not make a profit. The employees inform and advise people and help them with problems with companies. The counselling is confidential.

The consumer advice centre helps, for example, with questions about

- Money and insurance
- Mobile phone contracts, internet contracts
- Tenancy law advice
- Environmental protection and health protection
- Electricity and gas contracts
- Saving energy
- Contracts and complaints

Counselling is subject to a fee! You can find out how much counselling costs in Hesse [here](#).

Information from the consumer advice centre on various topics for migrants is available in several languages [here](#).

Hesse Consumer Advice Centre - Advice Centre Frankfurt



[Große Friedberger Straße 13 - 17, 60313 Frankfurt](#)

@vhz@verbraucherzentrale-hessen.de


 [069/972010900](tel:069/972010900)

 www.verbraucherzentrale-hessen.de/beratung-he

 Consultation hours:

Monday to Thursday: 10:00 a.m. to 6:00 p.m.

Friday: 10:00 a.m. to 2:00 p.m.

 The consumer advice centre does not provide advice on asylum and labour law.

Help for girls and women

Domestic violence is violence between adults who live together or have lived together. It can occur in partnerships or between relatives and can happen once or on an ongoing basis. It mostly affects women, with around one in four women in Germany having experienced violence from their (ex-)partner at some point in their lives. This is independent of origin, profession and age. Domestic violence and what can be done about it is explained by the [Marburg Women's Refuge](#) in Arabic, Dari/Farsi, Turkish, Somali, English, Kurdish and French.

Sexualised violence as a form of domestic violence is when a person is forced to have sex or is sexually harassed.

In an emergency, always dial  [110](tel:110)


Women's refuge

A women's refuge offers women and their children protection and refuge in the event of violence by their partner or other family members. You can call at any time, even at night! A member of staff will arrange a meeting point with you. For your protection, the address of the women's refuge will not be disclosed.


Counselling centre for domestic violence Hanau

and women's refuge Hanau

Women help women e.V.

 [0618112575](tel:0618112575)

 @frauenhaus-hanau@t-online.de


 frauenhaus-hanau.de

 Consultation hours:

Monday to Friday: 9.30 a.m. to 12.00 p.m.

Lawine e.V. - Counselling, therapy, prevention of sexual violence

 [Chemnitzer Straße 20, 63452 Hanau](#)

 [06181256602](tel:06181256602)


 @mail@lawine-ev.de

 lawine-ev.de

 Telephone consultation hours:

Monday: 14:00 to 16:00

Tuesday and Thursday: 10:00 am to 12:00 pm

 Counselling is also available via video chat

Helpline

The violence against women helpline advises women affected throughout Germany. It provides information and, if necessary, refers women to suitable local support organisations. The counsellors on the helpline provide advice on all forms of violence against women. Online counselling is also possible via the website. The counselling sessions are confidential and can be conducted anonymously. No personal data is requested or stored either on the phone or on the website. Counselling is available in many languages with the help of interpreters. Hearing-impaired or hard of hearing people can use an interpreting service free of charge via the website. The conversation with the help hotline staff is translated into German sign language or written language.

Relatives, friends and professionals can also receive counselling anonymously and free of charge.



[0800116016](tel:0800116016)

 www.hilfetelefon.de

Counselling in 18 languages around the clock.

Addiction counselling

An addiction is an illness. People are addicted to drugs, alcohol or medication. Gambling, the internet or computer games can also be addictive. There are often problems in the family, with money, at work or with the police. It is difficult to distinguish between what is still normal and when someone is addicted.

If you or a family member, friend or acquaintance is addicted or you have questions on the subject, you can go to addiction counselling. You can get help there, even when it comes to illegal drugs. Counselling is confidential and the police will not be informed. Counselling is free of charge and anonymous if you wish.

Information on alcohol and other drugs: [English](#), [Arabic](#), [Farsi](#), [French](#), [Pashto](#), [Bulgarian](#), [Polish](#), [Romanian](#), [Russian](#)


Debt counselling

Do you have money problems? Your account is overdrawn and the bank is no longer paying out any money? Debt collection agencies are demanding money and high fees from you? You can no longer pay the rent, electricity or your instalments? The bailiff is at the door? Debt counselling provides advice and information on these and many other questions. There are many reasons: Unemployment, illness, separation. Get help, just because you don't open the bills doesn't mean they will go away. Counselling is free and confidential.

Deaconry debt counselling

Debt counselling service

 [Marie-Curie-Straße 1, 63457 Hanau](#)

 [06181923400](tel:06181923400)

 [@kontakt.dwh@ekkw.de](mailto:kontakt.dwh@ekkw.de)

 <https://diakonie-hanau.de/beratung/schuldnerberat...>

Educational counselling and family counselling

If you have problems with your child, you can get help. You can also get help if there are problems in the family. Help can be a telephone number, for example. Help can also be a one-off personal conversation. Help can also be a referral to specialists or support over a longer period of time.

These centres can also help with questions about family life. The help centres are there for parents and children. But this help can also be important for siblings and grandparents.

Family counselling and educational counselling centres

The family counselling centres and educational counselling centres provide advice:

- Parents on issues relating to the development and upbringing of their children
- Parents in partnership issues and in the event of separation and divorce
- Families with family conflicts
- Adolescents and young adults with self-esteem problems, anxieties and family conflicts
- Adolescents and young adults with problems at school, in training and with peers
- Women, men, adolescents and children in the event of bad experiences such as physical abuse, psychological violence, sexual abuse or neglect
- in financial emergencies and arranging financial assistance
- generally inclusive and work closely with facilities for people with disabilities
- some provide counselling and support for young people, young adults and their parents in criminal proceedings

ask family counselling

📍 [Am Pedro-Jung-Park 11, 63450 Hanau](#)

☎ [06181/27066620](tel:0618127066620)

@ info@ask-familienberatung.de

🔗 [weitere Informationen](#)

🕒 Consultation hours:

Monday to Thursday: 9:00 am to 4:00 pm

Friday: 9:00 am to 1:00 pm

Free legal advice on migration law and social law

Goethe University Law Clinic

This is an institution of the Goethe University in Frankfurt. Counselling is free of charge. The counsellors are specially trained.

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

🕒 When? Fridays 10:00 to 12:00

📍 [Theodor-W.-Adorno-Platz 4, 60629 Frankfurt am Main](#)

@ glc@uni-frankfurt.de

💡 It is not necessary to register for a consultation.

💡 Please inform the counselling centre one week in advance if you need a translator.


Frankfurt Legal Aid Committee for Foreigners e.V.

The Frankfurter Rechtshilfekomitee für Ausländer e.V. advises people from other countries who have got into difficulties in the following areas of law:

- Migration law
- asylum law

- social law

You can find more information about the Frankfurter Rechtshilfekomitee für Ausländer e.V. [here](#).

 Tuesdays 18:00 to 20:00

 [Christuskirche Beethovenplatz, 60325 Frankfurt](#)

 [069/47862120](#)

 www.rechtshilfekomitee.de


Counselling and support for pregnant women and families with young children



Here you can get help


- with questions about pregnancy, birth and parenthood
- for problems and worries
- with everyday questions
- when applying for parental and child benefit
- with financial problems by arranging grants and financial aid

SkF e.V. Hanau in Lioba Haus

 [Friedrichstraße 12, 63450 Hanau](#)

 [06181364500](#)

 info@skf-hanau.de

 Weitere Infos auf www.skf-hanau.de

Discrimination, hate speech and extremism

If you have experienced discrimination, there are a number of organisations that you can turn to.

You can receive counselling or information on where you can get support.

HateAid - for digital diversity of opinion

Are you affected by hate online? Do you need support in dealing with digital violence?

 [+49 \(0\) 3025208838](tel:+49(0)3025208838)

 beratung@hateaid.org

 Website of HateAid.org

 Consultation hours can be arranged via the [appointment booking programme](#).

Reporting platform "Hesse against hate speech"

The "Hessen gegen Hetze" reporting platform is operated by the Hessen CyberCompetenceCentre (Hessen3C) of the Hessian Ministry of the Interior and Sport. The aim is to offer citizens the opportunity to report potential hate speech simply and quickly using an online form, email or telephone.

☎0611/3539977

@mail@hessengegenhetze.de

🌐[Hesse against hate speech website](#)

[To the reporting form](#)

German Red Cross Addiction Service

GRC Tracing Service

GRC Tracing Service - Support in the search for relatives

The Tracing Service is a service provided by the German Red Cross. It helps people to find their relatives if they have been separated from them. This may have happened as a result of armed conflict, flight, migration or disaster. Our aim is to find their relatives and re-establish contact. The families should be reunited.

The support is free of charge. Help and information is available on the following topics:

Search: We will help you if you are looking for someone you have lost while fleeing or in an armed conflict.

Clarification of cases from the Second World War to the present day. This also includes ethnic German repatriates.

Connection: We arrange messages and video calls between prisoners in war and conflict zones and their relatives.

Reunification: We advise you on family reunification during the asylum procedure and if you are a recognised beneficiary of protection in Germany.

Further information can be found on the [website](#) of the German Red Cross.

DRK Suchdienst

📍[Sophie-Scholl-Platz 2, 63452 Hanau](#)

@annika.fuchs@drk-hanau.de

☎[+49 \(0\) 15121656548](#)

🌐<https://www.drk-hanau.de/start/angebote/fluechtl...>